User Manual

Version 2.1

06.24.08

Acknowledgements

Screenshots were made using Snagit screen capture program produced by TechSmith.
Check it out at www.techsmith.com.

FileMaker Pro® is a registered trademark of FileMaker, Inc.

Mac® is a registered trademark of Apple Computer, Inc.

Windows® is a registered trademark of Microsoft Corporation.

Any reference to actual company names and products are for instructional purposes only.

Our thanks to the International Air Transport Association (IATA), the International Civil Aviation Authority (ICAO), Transport Canada and the Federal Aviation Administration for their development of SMS risk management concepts and guidance for industry.

For comments, suggestions, bug reports or questions, please e-mail:

IRsupport@omniairgroup.com

This User Manual is provided in electronic format, in the interest of conserving wood / paper products and for the preservation of our environment.

© 2007 – 2008 Omni Air Group, Inc. All rights reserved.

Table of Contents

TABLE OF CONTENTS **1**

1. GETTING STARTED **1-1**

IRv2.1 Editions **1-1**
- Basic Edition 1-1
- Full Edition 1-1
- Enterprise Edition 1-1

Features and Ease of Use **1-1**

System Requirements – IR Basic **1-2**
- Windows 2000 (Service Pack 4) 1-2
- Windows XP Professional, Home (Service Pack 2) 1-2
- Windows Vista Ultimate, Business, Home 1-2

System Requirements – IR Full **1-2**
- Mac OS X 10.4.8 1-2
- Mac OS X 10.5 1-2
- Windows XP Professional, Home Edition (Service Pack 2) 1-3
- Windows Vista Ultimate, Business, Home 1-3
- Citrix and Terminal Server 1-3
- Additional Requirements (IR Full on all platforms) 1-3

System Requirements – IR Enterprise **1-4**
- Mac OS X and Mac OS X Server version 10.4.x (Intel-based Macintosh computers) 1-4
- Mac OS X and Mac OS X Server version 10.4.x (PowerPC-based Macintosh computers) 1-4
- Windows 2000 Server 1-4
- Windows Server 2003 1-5
- Windows XP 1-5
- System Requirements for the FM Server Admin Console 1-5

Web Browser Requirements **1-6**
- Full & Enterprise Editions 1-6

Conventions, Symbols and Definitions **1-6**

Known Quirks **1-8**

Backups **1-8**

Getting Help **1-8**

Installing Incident Reporter **1-8**
- Basic Edition 1-8
- Full Edition 1-8
- Enterprise Edition 1-9

Default Account Names **1-9**
- Changing the Default Account Password 1-9

Privilege Levels **1-10**
- Senior Administrator 1-10
- Administrators 1-10

Users 1-10
Report 1-10
View 1-10

The Admin Switchboard 1-11
Personnel Data Entry 1-11
Setting Up Login Names and Passwords 1-12
E-Mail Preferences (IR Enterprise Edition Only) 1-12
Reporter Information 1-14

Setting Preferences 1-16
Resolution 1-16
Font Smoothing 1-17
Drag and Drop Text Selection 1-17
Color 1-17

Removing Incident Reporter 1-17

2. MENU OVERVIEW 2-1

File Menu 2-1

Edit 2-1

View 2-2

Insert 2-3

Format 2-3

Records 2-3

Scripts 2-4

Windows 2-4

Upgrade 2-4

Contact Info 2-4

3. BASIC NAVIGATION 3-1

The Home Page 3-1

Screen Buttons 3-2

Navigating Through Rows 3-4

Navigating Through Records 3-5

Record Status Summary Screen 3-6

4. DATA ENTRY 101 4-1

Basic Rules 4-1

Types of Fields **4-1**
Pop-Up Menus 4-1
Adding a Temporary Pop-up Menu Entry 4-2
Removing a Temporary Pop-up Menu Entry 4-3
Adding a Permanent Pop-up Menu Entry to the Value List 4-3
Important Things to Know About the *Value Lists* screen 4-4
Removing a Permanent Entry from a Pop-up Menu Value List 4-4
Radio buttons 4-4
Drop-Down Menu 4-4
Date Fields 4-5
Text Fields 4-6
Days Left/Past Due Fields 4-6

Error Messages **4-6**

Importing Images and Reference Files **4-7**
Captions 4-8

5. CREATING YOUR FIRST RISK MANAGEMENT RECORD 5-1

Quick Tour **5-1**
Buttons and Field Names 5-1
Additional Buttons In The Cost Data Entry Screen 5-2

Record OPEN / CLOSED ON Command Bar **5-2**
Deleting a Record from the *Equipment Involved* Portal 5-3

Status Bar **5-3**

Incident Tab **5-3**
Type of Event 5-4
Date of Occurrence 5-4
Date Record Opened 5-4
Station 5-4
Reporting Source 5-4
Reported By: 5-4
Acknowledgement Sent to Originator 5-5
Reporting Source 5-5
(Reported) via: 5-5
Equipment Involved 5-5
Tail Number 5-5
Manufacturer 5-5
Model Number 5-5
Equipment Type 5-5
Serial Number 5-6
ATA Codes 5-6
Event or Hazard Summary 5-6

Details Tab **5-6**
Detailed Description of Event and Hazard 5-6
Was Immediate Action Taken to Mitigate Risk? 5-7
Describe any Immediate Actions Taken 5-7
Is Further Action Required to Mitigate Risk or Preclude a Similar Occurrence? 5-7

Investigation / Root Causes Tab **5-8**
Investigator(s) 5-8
Investigation Notes 5-8
Investigation Due Date 5-9

Investigation Completed....5-9
Root Cause(s)....5-9

Risk Analysis Tab....5-9
Risk Statement(s)....5-9
Risk Assessment....5-9
Safety-Risk Profile....5-10

Corrective Action Plan Tab....5-11
Corrective Action Plan (CAP)....5-11
Persons Responsible for CAP Development....5-12
Date by Which All RC/CAs Must Be Developed....5-12
Days Left / Past Due....5-12
List Substitute Risks Introduced by the CAP....5-12
Risk Controls to Mitigate Substitute Risks....5-12
Overall Residual Risk Level After This CAP Has Been Implemented....5-12
Acceptance of CAP and Residual Risk by Appropriate Risk-Decision Authority....5-12
CAP Lock....5-13

Just-In Time Guidance....5-14

RC/CAs Tab....5-14
RC/CA Details....5-14
Priority....5-14
This RC/CA Assigned To....5-15
Title and Company....5-15
Due Date & Days Left / Past Due....5-15
Completed On....5-15

Follow-ups Tab....5-16
Description of RC/CA....5-16
RC/CA Details....5-16
Monitoring Description....5-16
Monitoring By....5-16
Title and Company....5-17
Follow-up Audit Description....5-17
Follow-up Audit By and Title....5-17
Due Date & Days Left / Past Due....5-17
Audit Performed On:....5-17
Satisfactory?....5-17
Follow-up Audit Notes....5-17

Hazard / CAP Comm. Tab....5-18
Assigned To:....5-18
Title and Company....5-18
Recipient....5-18
Method and Message....5-18
Due Date & Days Left / Past Due....5-19
Completed....5-19

Photos Tab....5-19
Inserting a Photo or Reference Document....5-20
Types of Reference or Source Documents....5-21

The Incident Report....5-22
Viewing or Printing an Incident Report....5-23
Saving an Incident Report in Electronic Format....5-23

6. THE SUMMARY REPORTS SWITCHBOARD 6-1

Trend Reports 6-1
Trend Reports (All) 6-1
Trend Reports (One) 6-2

Summary Reports 6-3
Open Records Report (ALL) 6-3
Open Records Report (RANGE) 6-3
Closed Records Report (ALL) 6-3
Closed Records Report (RANGE) 6-3
Other Reports within Open Records 6-4
Investigation Status Report 6-4
CAP Status Report 6-4
RC/CA Status Report 6-4
Follow-up Status Report 6-4
Hazard CAP/Comm. Status Report 6-4
Safety-Risk Profile 6-4
Access Log 6-4

7. COST REPORTS 7-1

Entering/Creating a Cost Record 7-2

The Costs Reports Screen 7-3

8. FINDING RECORDS 8-1

Performing Your First "Find" 8-1
Omit Function 8-2
Find Criteria 8-2
Advanced Find'ing 8-3
Multiple Find Requests: Single Layer 8-6
Multiple Layer Find Requests 8-6
Constrain Found Set and Extend Found Set 8-6
Delete Current Found Records 8-7

9. SORTING RECORDS 9-1

10. FINDING AND REPLACING DATA 10-1

Find/Replace Windoid 10-1

11. IMPORTING AND EXPORTING DATA 11-1

Exporting Data from Incident Reporter 11-1
Exporting Data to an Excel File 11-1
Exporting Data to Different Field Types 11-1

Upgrading from an Earlier Version of Incident Reporter 11-2

12. TROUBLESHOOTING 12-1

Foreword

Incident Reporter v2.1 represents the latest refinement of Rich Stuart's award-winning SMS risk management and cost tracking software. Incident Reporter 1.0 was originally developed in association with several prominent North American airlines. Version 2.1 now incorporates the latest ICAO, Transport Canada and FAA requirements for risk assessment, accountability, documentation and controls.

New features include assessment and acceptance of *substitute & residual risks*, as well as the ability to implement and manage multi-faceted *Corrective Action Plans (CAPs). Follow-up Audits* and *Hazard / CAP Communications* provide a feedback loop to management for continuous improvement.

As an added benefit, *IR's Summary Reports* facilitate the proactive management of risk, and *Cost Reports* allow users to document and track the various costs associated with incidents and other events. *Trend Reports* further assist management in identifying the root causes of these anomalies, whether by department, station, equipment, ATA chapter or other variable.

Incident Reporter v2.1 has been designed from the ground up to be intuitive and user-friendly. Combine the software with Omni Air Group's formal written SMS Program for a complete SMS solution, or easily integrate IRv2.1 into existing Safety Management Systems or those under development. It's important to note that Incident Reporter IS NOT a Safety Management System in and of itself; the program will however become the "heart" of any SMS into which it is integrated, and is a highly effective risk management tool.

Incident Reporter is well-suited for use by airlines, charter operators, airports, flight schools, FBOs, repair stations and other MROs. Users may easily customize the software further with *value list* entries to meet each end-user's specific needs.

This manual's generous use of graphics and Incident Reporter's intuitive interface will allow users to rapidly learn the program and put it into action. In fact, you should be able to master nearly all of IR's functions and features in less than an hour. While every effort has been made to make IR intuitive, those unfamiliar with modern safety management terminology might benefit from a review of SMS concepts and nomenclature. ICAO's *Safety Management Manual* (Document 9859), FAA's *Advisory Circular AC 120-92* and Transport Canada's *Advisory Circular AC 107-001* are excellent sources of information for those wishing to learn more about SMS and current risk management requirements.

In addition, Omni Air Group offers several online presentations which include a 25-minute demonstration video of Incident Reporter in action, and a 1-hour SMS Short-course which provides an overview of Safety Management Systems. For more information, visit us online at www.omniairgroup.com.

As always, we welcome your input as to how we can improve our products and services. Please call, email or FAX your requests to us and we will do our best to respond promptly. We trust your use of Incident Reporter *v2.1* will make your job a little easier, your operations run smoother, and your employees and customers safer.

Sincerely,

Paul Salerno

Paul Salerno, Pres.
Omni Air Group

1. Getting Started

IRv2.1 Editions

Incident Reporter™ v2.1 comes in Basic, Full and Enterprise editions to suit the size, needs and budget of almost any Aviation Service Provider. Editions vary in terms of user accessibility (desktop, Local Area Network, Internet), number of simultaneous users, and features.

Basic Edition

IRv2.1 Basic is a desktop application. It may be installed on one PC workstation or laptop, and is well-suited for small companies with a single senior executive or manager serving as program administrator. IRv2.1 Basic does not support networking, online reporting or email notifications.

Full Edition

IRv2.1 Full may be installed on your company's Local Area Network (LAN) or server, and is designed for medium-sized companies with several department managers and/or more than one location. The program is hosted on FileMaker Pro and may be accessed directly on the LAN or server by five simultaneous users via provided client licenses. These licenses permit department managers and administrators to access the full functionality of IR (including data import/export and running trend and summary reports). Four additional client licenses (up to nine maximum) may be purchased for a charge of $150.00 USD per license. In addition, up to five users may access the IR database via supported web browsers for online reporting and data entry from anywhere an internet connection is available. Data may be exported and imported from .xml and ODBC data sources. Email notifications are not supported.

Enterprise Edition

IRv2.1 Enterprise is a server-based application, and is provided with FileMaker Server Advanced server software and FileMaker Pro client-server licenses for up to nine simultaneous users (via client-server access) and up to 100 simultaneous users (via standard web browsers) over a secure internet connection. The IRv2.1 server application installs on MS SQL Server, Oracle or MySQL servers. Server installation offers 24/7 access, automated backup capability and enhanced security options. Up to 250 additional client-server licenses (over and above the nine provided) may be purchased for an additional charge of $150.00 USD per license. Like IR Full edition, online reporting and data entry are possible when accessing the program via a supported web browser. IR Enterprise also supports automatic email notifications.

Note:
For more information regarding the online reporting and email notification capabilities of IR Full and Enterprise editions, refer to the document titled: Online Reporting with IRv2.1.

Features and Ease of Use

Using Incident Reporter (IR) is easy. Here are just a few of IR's many features:

- Incident Reporter constantly saves data while it's running so even if the power goes out or your laptop battery dies, all of your data and changes will remain intact.
- Most fields have pop-up menus and buttons so all you have to do is click on them to enter data; this requires a minimum of typing skills.
- Tooltips direct users to *reference tutorials* where written guidance and examples help users through various risk management processes.
- IR easily imports photos and source documents. You can include up to six images or reference files per record.

System Requirements – IR Basic

Incident Reporter Basic edition supports Windows® operating systems only. Minimum system requirements are:

Windows 2000 (Service Pack 4)

- Pentium 300 MHz or higher
- 64MB of RAM
- USB flash drive
- SVGA (800x600) or higher resolution video adapter and display

Windows XP Professional, Home (Service Pack 2)

- Pentium 300 MHz or higher
- 128MB of RAM
- USB flash drive
- SVGA (800x600) or higher resolution video adapter and display

Windows Vista Ultimate, Business, Home

- 800 MHz 32-bit (x86) or higher
- 512 MB of RAM
- USB flash drive
- SVGA (800x600) or higher resolution video adapter and display

A “Mac” version of Incident Reporter Basic edition will become available in 2009. If you have a Mac and are running IR Basic using a Windows® emulation program, please contact us with any issues you may encounter.

System Requirements – IR Full

Incident Reporter Full edition is hosted with FileMaker Pro. Minimum system requirements are:

Mac OS X 10.4.8

- PowerPC G3, G4, G5 or Intel-based Mac
- 256 MB of RAM
- CD-ROM drive
- USB flash drive

Mac OS X 10.5

- PowerPC G4 (867MHz+), Power PC G5, or Intel-based Mac
- 512 MB of RAM
- CD-ROM drive
- USB flash drive

Windows XP Professional, Home Edition (Service Pack 2)

- Pentium III 500MHz or higher
- 256MB of RAM
- CD-ROM drive
- USB flash drive
- SVGA (800 x 600) or higher resolution video adapter and display

Windows Vista Ultimate, Business, Home

- 800 MHz 32-bit (x86) or higher
- 512 MB of RAM
- CD-ROM drive
- USB flash drive
- SVGA (800x600) or higher resolution video adapter and display

Citrix and Terminal Server

Mac OS X Clients:

- Citrix ICA Client version 7.00.407
- Microsoft Remote Desktop Connection Client 1.0.3 for Mac OS X

Windows Clients:

- Citrix ICA Client version 9.200
- Microsoft Remote Desktop Connection Servers
- Citrix Presentation Server 4.0 for Windows Server 2003
- Windows Server 2003 Service Pack 1

Additional Requirements (IR Full on all platforms)

- **Networking**: Limited to nine simultaneous FileMaker client connections; each client requires a licensed copy of FM Pro 9 software. See IR Enterprise (which is hosted on FileMaker Server Advanced) for increased capacity. Any computer accessing the IR Full database over a network will need to have a licensed installation of FileMaker Pro.

- **Online Reporting via Instant Web Publishing**: A host computer with continuous access to the Internet or intranet via TCP/IP is required (IR Full is hosted on FM Pro 9 and can manage up to five simultaneous web connections). See IR Enterprise (which is hosted on FileMaker Server 9 Advanced) for increased web-access capacity.

System Requirements – IR Enterprise

Incident Reporter Enterprise edition is hosted with FileMaker Server 9 Advanced. Minimum system requirements are:

Mac OS X and Mac OS X Server version 10.4.x (Intel-based Macintosh computers)

Requirement		Recommended	Minimum
Hardware	CPU	Dual Core Intel	Any
	RAM	2 GB	1 GB
	Hard drive	80+ GB	80 GB
Software	OS	10.4.x	10.4.x
	Web server	Apache 1.3	Apache 1.3
	PHP	PHP 5.2	PHP 4.3
	Java	5.0	5.0

Mac OS X and Mac OS X Server version 10.4.x (PowerPC-based Macintosh computers)

Requirement		Recommended	Minimum
Hardware	CPU	Dual G5	G5
	RAM	2 GB	1 GB
	Hard drive	80+ GB	80 GB
Software	OS	10.4.x	10.4.x
	Web server	Apache 1.3	Apache 1.3
	PHP	PHP 5.2	PHP 4.3
	Java	5.0	5.0

Windows 2000 Server

Requirement		Recommended	Minimum
Hardware	CPU	Dual CPU/Core Duo	Pentium 2.4 GHz
	RAM	2 GB	1 GB
	Hard drive	80+ GB	80 GB
Software	OS	Windows 2000 Server (SP4)	Windows 2000 Server (SP4)
	Web server	IIS 5.0	IIS 5.0
	PHP	PHP 5.2	PHP 4.3
	Java	6	6

Windows Server 2003

Requirement		Recommended	Minimum
Hardware	CPU	Dual CPU/Core Duo	Pentium 3.4 GHz
	RAM	2 GB	1 GB
	Hard drive	80+ GB	80 GB
Software	OS	Windows Server 2003 (SP2)	Windows Server 2003 (SP2)
	Web server	IIS 6.0	IIS 6.0
	PHP	PHP 5.2	PHP 4.3
	Java	6	6

Windows XP

Requirement		Recommended	Minimum
Hardware	CPU	Dual CPU/Core Duo	Pentium 3.4 GHz
	RAM	2 GB	1 GB
	Hard drive	80+ GB	80 GB
Software	OS	Windows XP (SP2)	Windows XP (SP2)
	Web server	IIS 5.1	IIS 5.1
	PHP	PHP 5.2	PHP 4.3
	Java	6	6

System Requirements for the FM Server Admin Console

You can use the FileMaker Server Admin Console that comes with FileMaker Server on machines that have network access to FileMaker Server. These applications require Java Runtime Environment version 5 at a minimum. For Windows Vista, the minimum requirement is version 6. The supported platforms for these applications are:

- Mac OS X and Mac OS X Server version 10.4.x (Intel-based and PowerPC-based)
- Windows 2000 Server
- Windows Server 2003
- Windows XP
- Windows Vista

Web Browser Requirements

Full & Enterprise Editions

IR Full and Enterprise editions support *Instant Web Publishing*. This feature enables personnel to access online reporting, and managers to perform data entry while in the field. Access to the IR database via the internet without a client license requires a supported web browser.

Windows web users need Microsoft Internet Explorer version 6.x or Firefox 1.x on Windows. On the Mac OS, web users need Safari 1.2.x (Mac OS X 10.3), Safari 2.0.x (Mac OS X 10.4) or Firefox 1.x only. On both platforms, some earlier versions of Microsoft Internet Explorer and Safari are blocked. Other Mozilla family browsers are not blocked but are unsupported and users will receive a dialog encouraging them to upgrade to a supported browser. JavaScript must be enabled in the web browser.

Conventions, Symbols and Definitions

Some knowledge is required to perform basic navigation functions on your computer, *i.e.,* open, find, and close files, use the cursor (arrow) keys, click or drag a mouse cursor, etc. Here are the conventions, symbols and definitions that will be used throughout this manual:

^ Known as a caret, it means to hold down the Ctrl key then tap another key at the same time to perform a command. For example, ^X (or Ctrl+X) means to press and hold down the Ctrl button, then tap the letter X to “cut” highlighted data from a field;

^V “pastes” the cut material into the same or another field. (The letter you enter after the *Control* key isn’t case-sensitive so you can use either a lower or upper-case letter with this command.)

ALT ...means to press the Alt key, let go, then another key to perform a command. For example, ALT+M means to press the Alt button, release it, then tap the letter M.

CiB Click in Blue. This means click anywhere in the blue-shaded area of the screen. Due to screen drawing differences between computers, you may have to CiB to make fields or data appear correctly, to “commit” data in a field, or to reset a drop-down or pop-up menu after you’ve made changes to it.

Click Tap the left button on your mouse once (for right-handed mice); the right button for left-handed mice.

Close ...means to close a file, usually done by clicking on the in the upper, right-hand corner of a window, or pressing ^W.

D-click ...or “double-click” means to rapidly tap the left button on your mouse twice.

Drag To press the left button on your mouse and continue to hold it down while you move the mouse. Upon reaching the new location, release the mouse button.

Draw To click on a menu title, then drag your mouse cursor down to select a menu choice (usually followed by releasing the mouse button.)

Drop-Down List — A field with this icon on the right side: When you click on the arrow, a list of items drops down, allowing you to choose or modify, its contents. For most fields defined as drop-down lists, you can type the first few characters of the item you want then it'll auto-complete the rest of the text—e.g., if you've already added the word, airplane, to the list, then when you enter it in the future you can type the first few characters, air, and the rest of the word, "plane" will fill in the field. This makes for easy insertion of oft-used choices.

Icon — The little picture that either represents a file's type, name, or company logo.

Launch — To start an application. In Incident Reporter, this means to D-click on the icon.

Open — Open a file by using ^O. (That's the letter, "O", and not a zero.)

Pop-up Menu — A list of items that pops up when you click on it. You can tell a pop-up menu from a drop-down list because the borders of the pop-up menu are shadowed, like this: _____. To select an entry within the menu, click once on the field, click on the item you want, then release the mouse button. You can add a permanent or temporary item to a pop-up menu by selecting Other... or going to the *Value List* screen. (More on that later.)

Restore — Expands a window of an already open file; represented by the button, in the upper right-hand corner of your screen.

Shift — Hold down the Shift key while pressing another key.

Shrink — To collapse a window (but not close the file); represented by the button in the upper right-hand corner of your screen.

Swipe — To drag your mouse across the contents of a field to highlight it; once highlighted, you can either replace its contents by typing in the data you want to enter into the field or press the Delete key to delete its contents. (A shortcut for swiping a field is ^A, but you must place your cursor in the field, first.)

Tab — Used to "hop" between fields on a computer screen. The symbol to forward tab (or tab to the right) is * . To "back tab"—or tab between fields to the left—use).

Known Quirks

Since the release of *Incident Reporter v1.0,* beta-testing and practical applications in the field by end users have resulted in continuous improvements. Incident Reporter v2.1 has been further refined and tested to ensure consistent and reliable performance. Still, unforeseen quirks or glitches might occur. In this event, refer to the *Troubleshooting* section at the end of this manual for assistance. If you still can't solve the problem, let us know ASAP so we can create a patch or provide you with a new, corrected file. Please email the details of your difficulty to IRsupport@omniairgroup.com. We will respond as quickly as possible in order to resolve your issue.

Backups

We suggest regular back-ups of your files, just in case you delete something you shouldn't have. To back up IR Basic (and IR Full if not installed in a server environment), simply copy the IR folder and paste or save it in a secure location such as a second hard drive, back-up CD or flash drive.

IRv2.1 Full and Enterprise editions may be installed on your server and scheduled for routine automatic backups. Modern servers typically have mirrored drives, so even if a drive goes out, your server keeps running, your data remains intact, and your personnel continue to work uninterrupted.

Getting Help

Email is our preferred method of contact for help issues. Send your message to IRsupport@omniairgroup.com. A response will normally be received within 24 hours. If your needs are of an urgent nature, call us at 509.838.8121 between the hours of 8:00 a.m. to 5:00 p.m. weekdays, Pacific time. Ask for "IR Tech Support" and be sure to let the operator know your request is urgent. After-hours help calls will be returned as soon as possible; typically the next business day. Contact information may also be found in the *Contact Info* menu of Incident Reporter.

Installing Incident Reporter

If installing IR Basic, refer to the *Quick-Launch Instructions* that came with your program (or access the .pdf file from the IR Flash Drive). These instructions will guide you through the necessary steps to get your Basic edition of IRv2.1 up and running with ease.

Basic Edition

Insert the IR USB flash drive into an available USB port and run the IR Installer application. The IR Install wizard will automatically create a shortcut on your desktop.

Full Edition

IRv2.1 installs with FileMaker Pro software. Copy the FM Pro 9 file from the IR flash drive to the program files of your computer's hard drive. Copy the IRv2.1 launch application from the IR flash drive to your desktop. FM Pro should launch automatically with IRv2.1.

Note:
The IRv2.1 Flash Drive must remain connected to your computer for the program to function properly.

Enterprise Edition

IRv2.1 Enterprise edition is server-based, and must be installed with FileMaker Server Advanced and FM Pro client-server software. Due to the many server configurations which may be encountered, the installation is beyond the scope of this User Manual. Detailed documentation from FileMaker is provided with all IE Enterprise edition products. OAG staff fully supports these Enterprise installations via telephone, email and RDP support methods.

Default Account Names

IRv2.1 ships with one (1) default *Senior Administrator* Account Name: **admin1** …and Password: **admin1**

IR's secondary login screen is bypassed for the Senior Administrator only. All other users must, after entering an account name and password, enter individual login names and passwords as assigned by the senior administrator, in order to access the program.

Only the Senior Administrator may access *Login Names and Passwords* in the Admin Switchboard in order to set or remove login names, passwords and privileges for all users.

Other default account names are: **admin** / **user** / **view**

Changing the Default Account Password

Initially, the default account password for the Senior Administrator (**admin1**) is the same as the Account Name (**admin1**). It is recommended that the Senior Administrator change this default account password by clicking on the "Change Password" as shown below when first accessing the IR program.

- IMPORTANT-

DO NOT FORGET YOUR PASSWORD.

Record and store your password in a secure and readily retrievable location. This is particularly important for the Senior Administrator. In the event the Senior Administrator loses his/her password, contact OAG for support.

Privilege Levels

Incident Reporter v2.1 has been configured with five privilege levels designed to enable and prohibit certain functions within the program. These controls limit access to various areas of the program and also aid in preserving the integrity of data. When access to the IR program is desired, entering the appropriate account name determines and sets these privileges. Excepting the **report** privilege level, after entering an account name and account password users are taken to the login screen where additional login names and passwords (as assigned by the senior administrator) are then required to access the database.

Senior Administrator

The Senior Administrator holds the same privileges and capabilities of administrators. In addition, only the Senior Administrator may change his/her default account password and access the *Login Names and Passwords* area of the Admin. Switchboard, where all login names, passwords and privileges are assigned.

Default account name and password: admin1 / admin1

Administrators

Administrators hold all the same privileges and capabilities of users. In addition, administrators have the ability to lock or unlock CAPs, close records, open records that have previously been closed, clear records, import / export data, and print reports. Administrators may access the *Admin Switchboard*, where personnel data is entered, email preferences are edited and reporter information may be purged. Persons with admin privileges do not have access to the *Login Names and Passwords* area of the Admin. Switchboard. *The account password may not be changed.*

Default account name and password: admin / admin

Users

Users may create new records, enter data into open records and accept CAPs and Residual Risk. They may also “sign off” on completed Risk Controls / Corrective Actions (RC/CAs) and Hazard / CAP Communications. All reports may be viewed and printed. Users are prohibited from locking or unlocking CAPs, clearing records, closing records, opening closed records, and exporting data. Users cannot access the Admin. Switchboard. *The account password may not be changed.*

Default account name and password: user / user

Report

This account name and password is used by persons who wish to submit a report of a hazard, error, safety concern or safety-related event. When using the **report** account name and password, no additional login name or password is required. Access to the database is restricted to the reporting form only, where reporters may choose to report anonymously if desired. *The account password may be changed by the Senior Administrator.*

Default account name and password: report / report

View

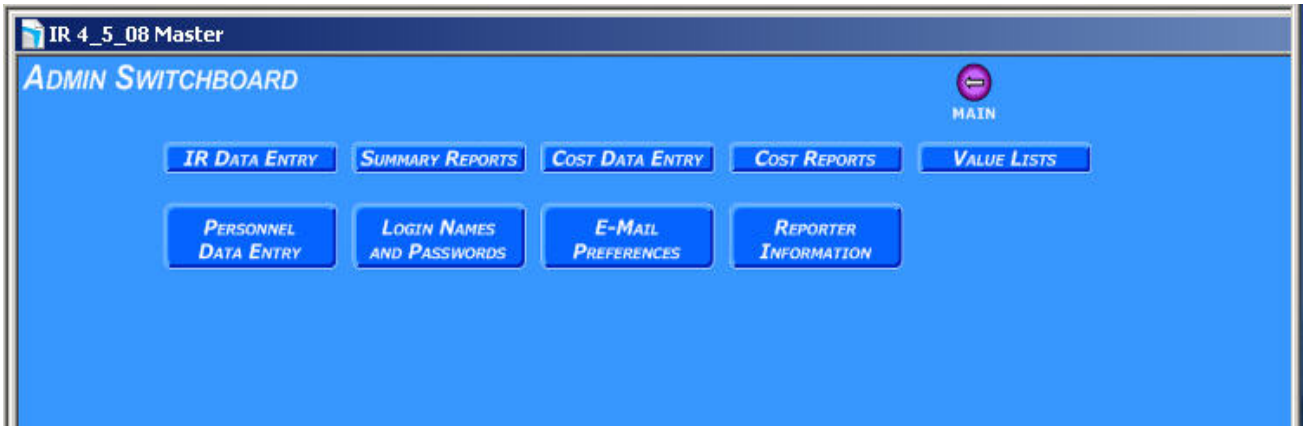
As the name implies, viewers assigned account names and passwords at this level may view records only. All data entry is prohibited. Records cannot be locked, unlocked, cleared, deleted or otherwise modified. *The account password may not be changed.*

Default account name and password: view / view

The Admin Switchboard

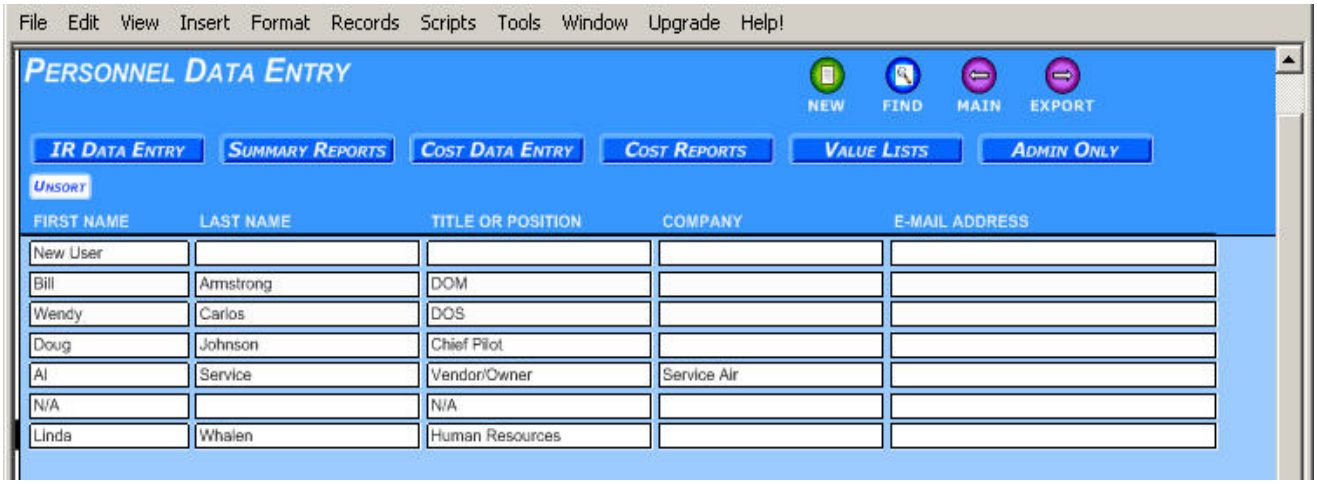
Administrators may access the IR database by entering the appropriate account name / password and login name / password. When the Main Screen is presented:

- Click on the lower right-hand box titled **IR Data Entry**. This takes you to the **Incident Tab**.
- Click on the **Value Lists** button to present **Value Lists Data Entry**.
- On the right-hand side of the Value Lists Data Entry screen, click on the **Admin Only** button. This takes you to the **Admin Switchboard**.



Personnel Data Entry

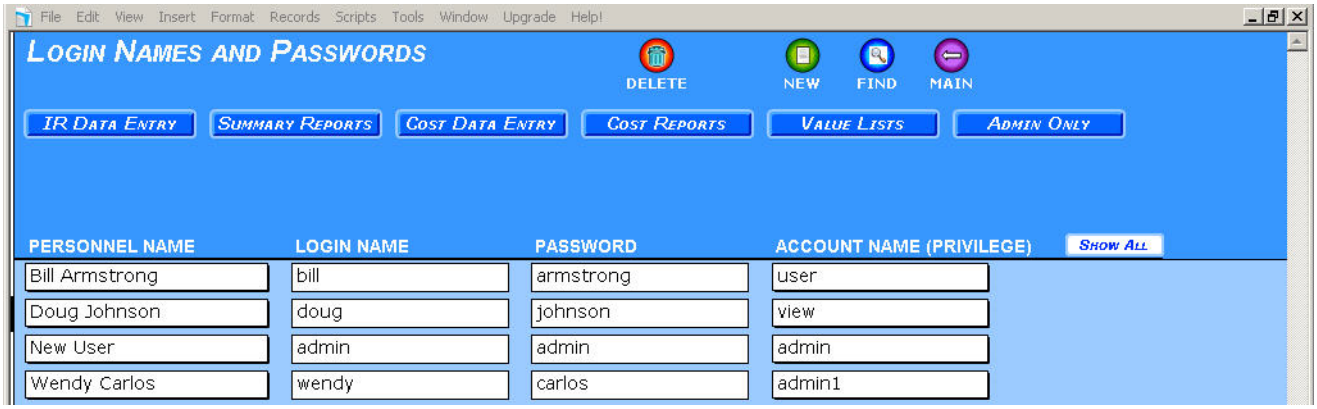
When setting up IR for the first time, work from left to right in the Admin. Switchboard, starting with the Personnel Data Entry screen:



Enter the first and last names of those persons who will be accessing Incident Reporter to record event investigations, develop Corrective Action Plans (CAPs), enter risk controls and perform follow-up audits and other risk management processes. Enter titles or positions. Enter company information only if the person works for an organization other than your own. Enter email addresses if automatic email notification features are to be used (IR Enterprise edition only).

Setting Up Login Names and Passwords

Return to the Admin Switchboard and click on Login Names and Passwords (requires Senior Administrator privileges):



IR automatically creates a drop-down list of personnel names from previous entries made in *Personnel Data Entry.* Select personnel from this list and enter a login name and password for each person who will be accessing the database. Set account privileges.

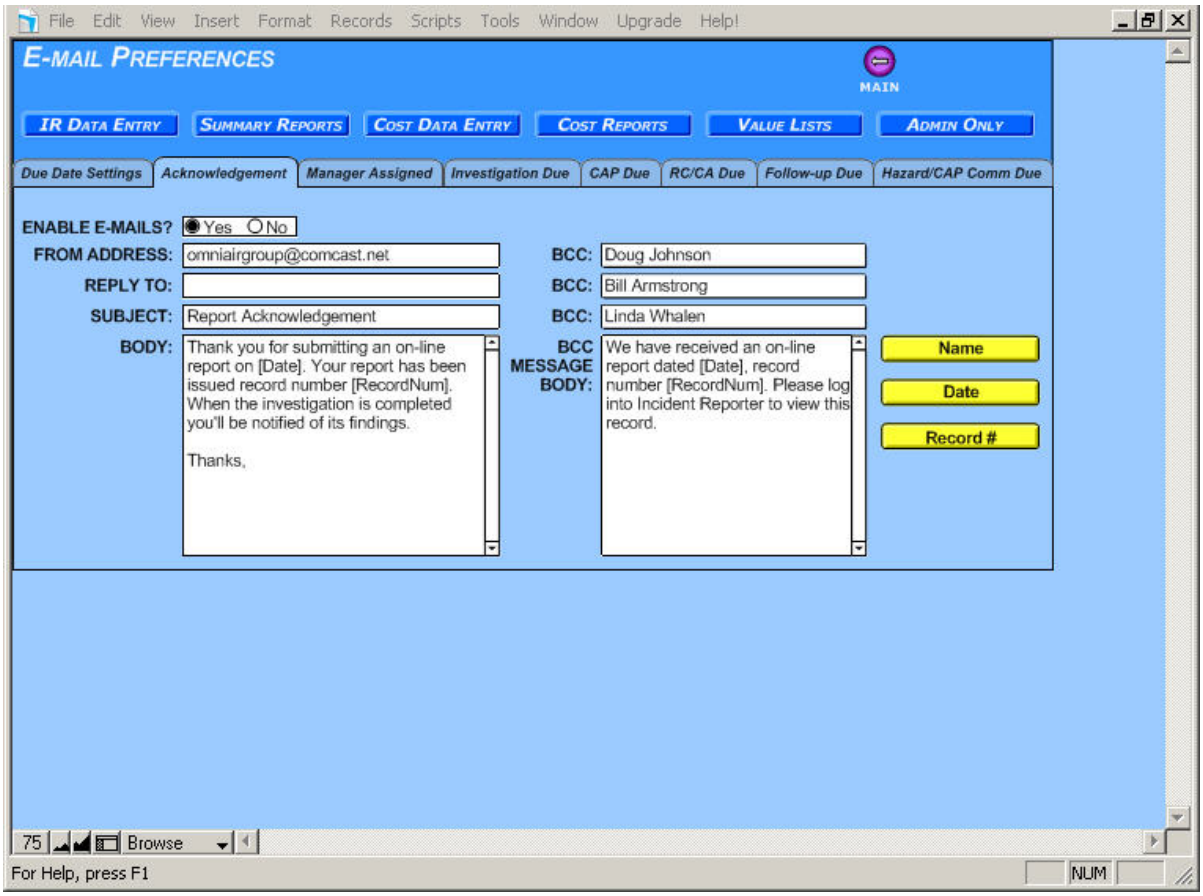
Note:

The ADMIN1 privilege level is for the IR senior program administrator only. ADMIN privileges are for those members of management who are authorized to edit e-mail preferences, purge reporter information, clear Risk Management Records (RMRs), and close RMRs or open RMRs that have previously been closed. USER privileges are typically assigned to department managers, supervisors and cost-data entry personnel. VIEW privileges may be used for members of senior management and/or regulators who wish to view the database only.

E-Mail Preferences (IR Enterprise Edition Only)

Under the Admin Switchboard, click on **Email Preferences** (email is not supported in IR Basic and Full editions). Here Administrators may create standard email templates for the various email notifications throughout the program. Emails may be sent whenever:

- An Online Report is received;
- Investigators are assigned;
- The results of an investigation are due;
- Development of a Corrective Action Plan (CAP) is due;
- Implementation of a risk control (RC) or corrective action (CA) is due;
- A follow-up audit is due;
- A Hazard / CAP communication is due.



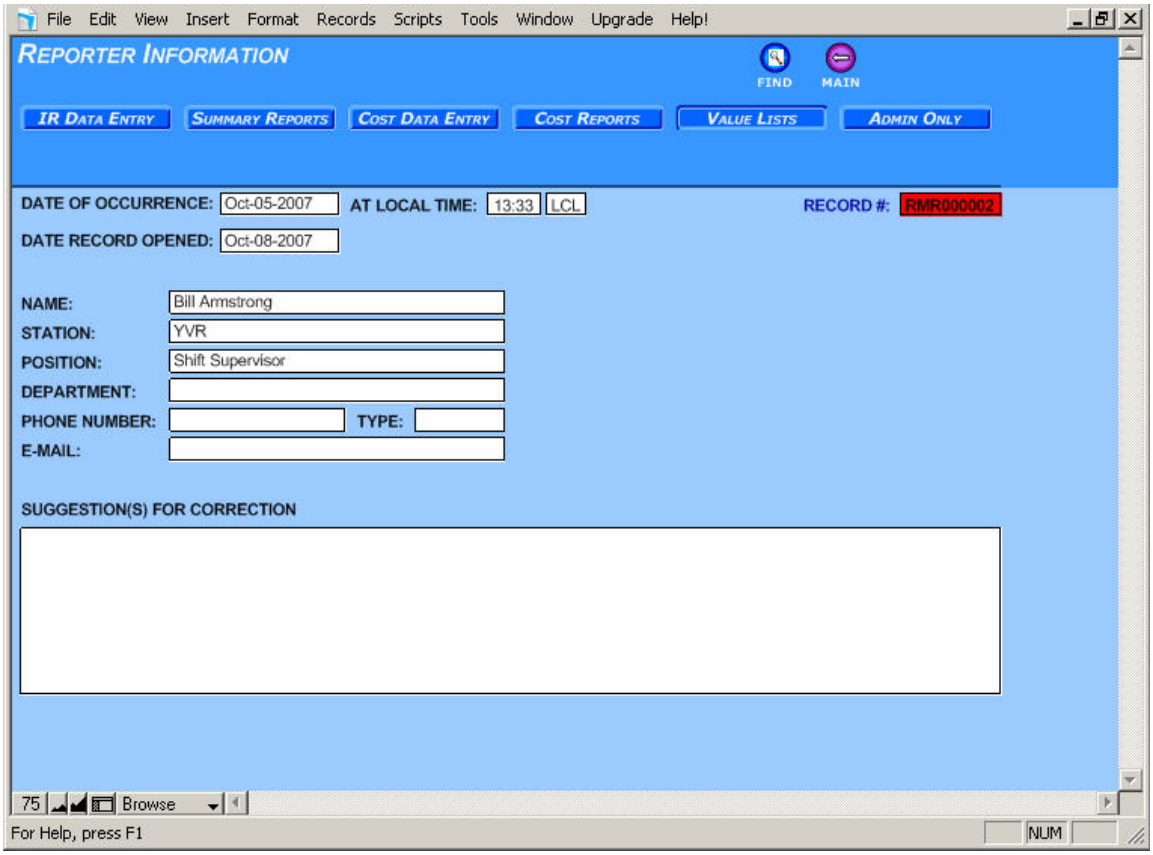
When an online report is received, an acknowledgement of receipt is sent to the reporter *but only if the reporter provided a valid email address in the report.* In addition, the acknowledgement may also be sent to up to three user-specified managers (from Personnel Data Entry). This ensures timely notification to key managers that a report has been received.

Additional email preferences may be established and modified for each risk management process by clicking on the various tabs on the Email Preferences screen.

Note:
Refer to the document titled: *Online Reporting with Incident Reporter v2.1* for more information regarding Email Preferences and configuring emails in a server environment.

Reporter Information

Under the Admin Switchboard, click on **Reporter Information** to view a reporter's personal information related to the record being displayed. This information is received from the Online Reporting Form, and is only accessible to administrators.

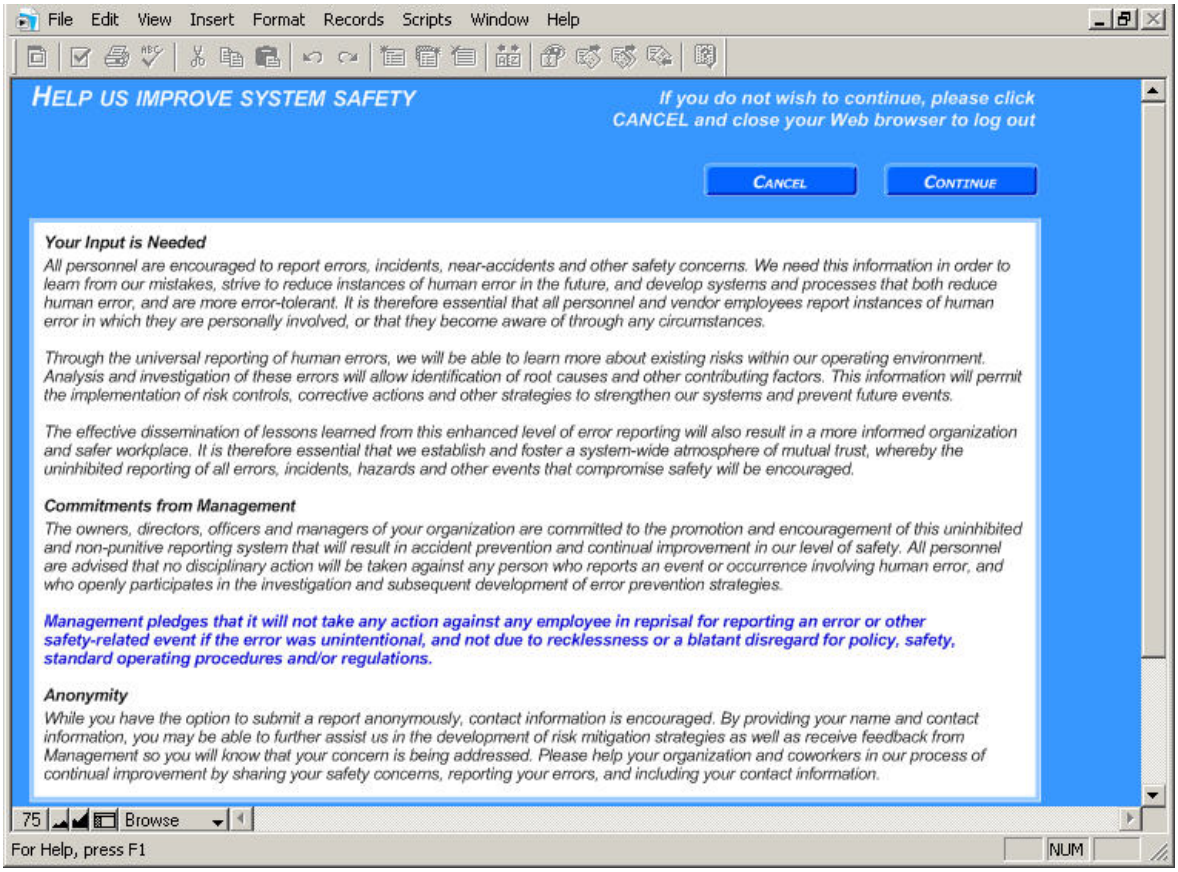


Reporter information is displayed for the associated Risk Management Record shown in the upper right-hand RMR field. The reporter's contact information (department, phone number and email address) are not displayed in the RMR. Administrators may delete this information at their discretion without affecting the associated Risk Management Record. The RMR must be OPEN and the CAP UNLOCKED in order to remove this information.

Note:
Persons desiring to submit a report may access the Online Reporting Form directly in the database without a web browser. To do this, open the database using
Account Name: **report** ***and Account Password:*** **report**
(case-sensitive)

This will allow access only to the reporting form. Reporters will not be able to see or access any other areas of the IR database. Guidance for submitting a report is provided to reporters when they log in.

This guidance explains to reporters why their input is needed, and restates your organization's non-punitive reporting policies. The reporter may also provide suggestions for corrective action.


File Edit View Insert Format Records Scripts Window Help
HELP US IMPROVE SYSTEM SAFETY
If you do not wish to continue, please click CANCEL and close your Web browser to log out
CANCEL
CONTINUE
Your Input is Needed
All personnel are encouraged to report errors, incidents, near-accidents and other safety concerns. We need this information in order to learn from our mistakes, strive to reduce instances of human error in the future, and develop systems and processes that both reduce human error, and are more error-tolerant. It is therefore essential that all personnel and vendor employees report instances of human error in which they are personally involved, or that they become aware of through any circumstances.
Through the universal reporting of human errors, we will be able to learn more about existing risks within our operating environment. Analysis and investigation of these errors will allow identification of root causes and other contributing factors. This information will permit the implementation of risk controls, corrective actions and other strategies to strengthen our systems and prevent future events.
The effective dissemination of lessons learned from this enhanced level of error reporting will also result in a more informed organization and safer workplace. It is therefore essential that we establish and foster a system-wide atmosphere of mutual trust, whereby the uninhibited reporting of all errors, incidents, hazards and other events that compromise safety will be encouraged.
Commitments from Management
The owners, directors, officers and managers of your organization are committed to the promotion and encouragement of this uninhibited and non-punitive reporting system that will result in accident prevention and continual improvement in our level of safety. All personnel are advised that no disciplinary action will be taken against any person who reports an event or occurrence involving human error, and who openly participates in the investigation and subsequent development of error prevention strategies.
Management pledges that it will not take any action against any employee in reprisal for reporting an error or other safety-related event if the error was unintentional, and not due to recklessness or a blatant disregard for policy, safety, standard operating procedures and/or regulations.
Anonymity
While you have the option to submit a report anonymously, contact information is encouraged. By providing your name and contact information, you may be able to further assist us in the development of risk mitigation strategies as well as receive feedback from Management so you will know that your concern is being addressed. Please help your organization and coworkers in our process of continual improvement by sharing your safety concerns, reporting your errors, and including your contact information.
75
Browse
For Help, press F1
NUM

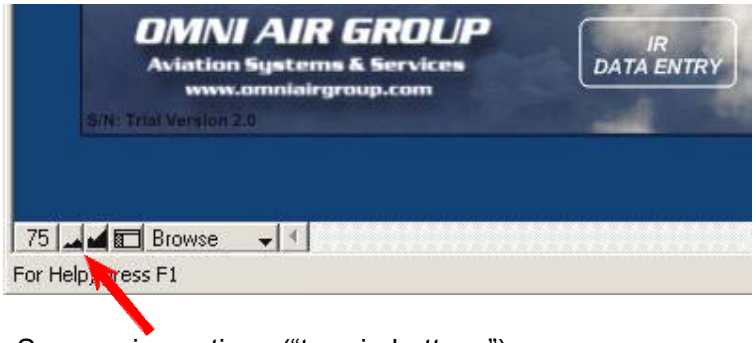
Anonymity is offered but not encouraged. During hazard or event investigation, a reporter's contact information is sometimes necessary to assist managers in fully understanding the nature of the reported hazard, event or safety concern.

Note:
For more information regarding online reporting with IR Full and Enterprise editions, see the document titled: Online Reporting with IRv2.1.

Setting Preferences

Resolution

Your screen resolution may vary from Incident Reporter's native resolution. Also, monitors now come in many different sizes and shapes.

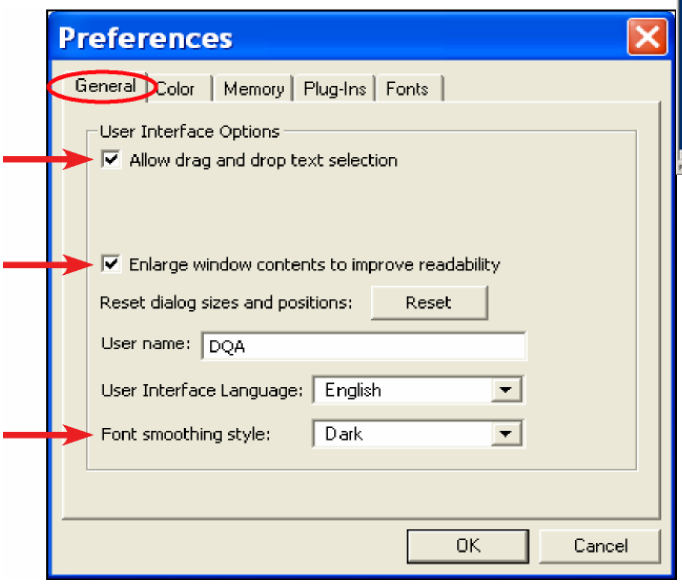


In order to make text larger and easier to read, and to give you more on-screen "real estate" to work with, first try selecting a different screen size from the *Status Bar* in the lower-left-hand corner of the IR main screen.

Screen size options ("terrain buttons").

If you are not satisfied with the results, you may wish to further change a few program settings.

From the main screen, Click on the *Edit* menu as shown here, and then click on *Preferences.* Another windoid appears:



Enable the "Enlarge window contents...", and other check boxes, as shown.

Note:
Even after enabling the "Enlarge window contents..." command, Incident Reporter's screens may still not completely fill your monitor, due to the many different monitor sizes and screen resolutions that exist today. Experiment with different screen zoom levels (by clicking on the "terrain" buttons in the lower left- hand corner of your screen) and by activating or deactivating the "Enlarge window contents..." checkbox until you're satisfied with the settings.

Font Smoothing

While using Incident Reporter, if you find its text to be too dark or too light, you can change the *Font smoothing* style to lighten or darken it.

Drag and Drop Text Selection

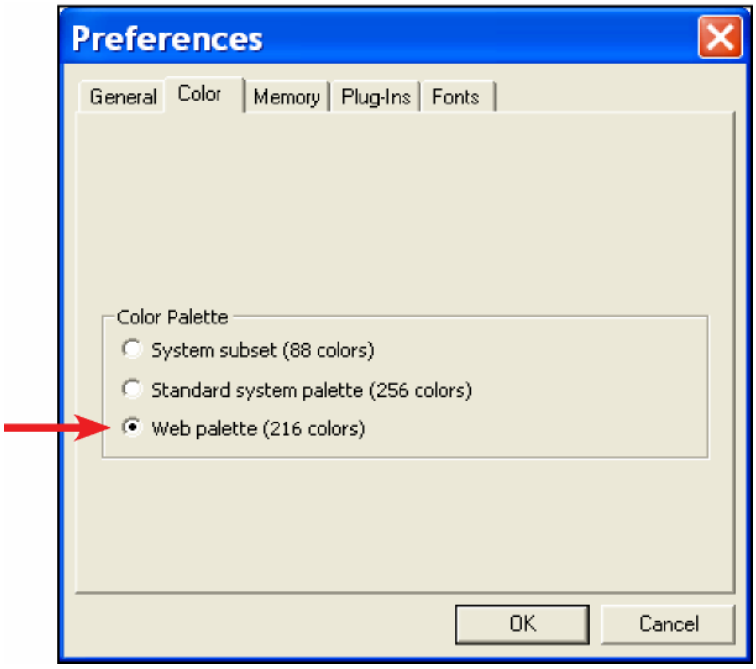
"Allow drag and drop text selection" is a handy feature whereby if you D-click the text in a field to highlight/select it, you can then drag its contents to another field to populate it. This personal preference may save a keystroke or two over the traditional cut-and-paste method. When enabled, "Allow drag and drop text selection" permits either method of moving text.

Color

Click on the *Color* tab and this windoid will appear:

Click on the Web palette radio button; that's the palette used to create IR's colors. Click OK—you're done with this menu for now.

Go to the *View* menu at the top of the screen, draw down to *Toolbars*, then deselect both Standard and Text Formatting so they're unchecked (if they aren't unchecked already.) While in the *View* menu, also uncheck / disable the *Status Bar* choice as well. Click OK then resize your screen as necessary using the aforementioned methods, and by clicking and dragging the bottom right-hand corner of IR's window to change its dimensions; this will also provide you with some more "real estate" on your screen.



Removing Incident Reporter

Should you wish to remove Incident Reporter, remove the program just as you would any other windows program by accessing your computer's Control Panel and clicking on "Add or Remove Programs". The IR Install Wizard will remove the program completely, including the desktop icon.

THIS PAGE INTENTIONALLY LEFT BLANK

2. Menu Overview

At the top of your screen, There are ten main menus for you to choose from: File, Edit, View, Insert, Format, Records, Scripts, Window, Upgrade and Contact Info. Let's take a quick tour of the menus and commands you have available in Incident Reporter*;* just follow along and click in each menus' title to see what's inside.

File Menu

File Options lets you choose how (or if) you want to be notified when Incident Reporter finds unrecognized words or spelling errors while it's running its spell-check. Select the option you prefer. Its default: "Flash menu bar on questionable spellings." You can also turn the "Beep" function off if so desired.

Change Password: Use this to change your password for your login Account Name. Do not lose or forget your password.

Print Set-Up: This is a basic printer set-up windoid where you'd choose which print driver you'd like to use to print your reports. Incident Reporter has reports which require both letter and legal-sized paper, but it will automatically set the correct paper size in this menu when you print. Just make sure you select the correct print driver—in advance of printing a report—that can handle both sizes of paper for when you want to print hard copies or create .pdfs.

Print (^P) brings up your standard printer windoid. Just make sure the top-most menu in the windoid is set to "Records being browsed."

Import Records allows you to import records from another database. Importing from an earlier version of Incident Reporter is easy, and will be covered in a separate chapter later in this manual. Importing records from a database other than Incident Reporter is not recommended. If the data being imported isn't formatted correctly or contains hidden characters embedded into the data, you may end up spending a lot of time trying to patch, format and fix the imported data. .

The *Import Records* command is best suited for importing data into IR from an *XML data source* (such as a reporting form on your company website), or from .pdf or WORD forms that have been created with form-fields.

Export Records enables you to export your records' data for use elsewhere.

Save/Send Records as...Excel: This function is similar to *Export Records* but saves the data as an .xls file for Excel® import.

Exit (^Q) quits the program.

Edit

Clear will erase all the highlighted data in a field.

Copy (^C), **Cut** (^X) and **Paste Unformatted Text** (^V) are standard Windows® commands. Cut and Copy commands function the same way they do in word processing programs: *Cut* will cut data from a field; *Copy* will copy it; *Paste* will paste it.

Select All: (^A) Highlights all the data in a field.

Undo: (^Z) "Undoes" the latest entry, deletion, or cut / paste edit.

Can't Undo is the alter ego of **Undo Typing** or **Undo Paste:** with no data entered in a field, there's nothing to undo or unpaste so the command is "grayed out."

Note:
You can only undo (^Z) typed text or pastes you've just entered into the text field you're working on. Performing any command, or clicking in another field afterwards, will deny you the ability to undo the just-modified data.

Find/Replace allows you to find and change the contents of a field either in the current record or in all records. It's very similar in appearance and function to what you'd find in a word processing program with the exception that you have the option of changing one field (or many) and/or one record (or many).

Spelling and its options are commands commonly found in word processors so it won't be covered here. When Incident Reporter sees a word that isn't in its dictionary, it'll underscore the word in red dashes. Just right-click on the underscored word, draw over to Suggested Spellings, then choose Learn to add it to your spell dictionary. (Choose *Spelling* in the "fly-out" menu to choose more spelling options.)

Preferences: Previously covered in the *installation instructions*. Here's where you have the option to enlarge windows (for better viewing), change User name, adjust font density, choose a color palette, and set the recurring time increment at which Incident Reporter automatically saves your data.

View

Browse Mode (^B) is the default viewing mode in Incident Reporter. If, for some reason, you can't view records or they don't appear at all, then more than likely you're in *Preview* mode, the mode that's used for looking at a report prior to printing it. Selecting Browse mode will put you back on track and will allow you to see your records.

Find Mode (^F) enables you to find records based on search criteria you enter. It's covered at length in a later chapter.

Preview Mode (^U) allows you to see what the printed result of a report will be should you decide to print it, saving you a lot of paper.

View as Form, View as List, or **View as Table:** You get to choose the way you look at records: If you like looking at tabular data (like in an Excel® spreadsheet), you may want to choose *Table* view; for viewing one record per screen, *View as Form;* for multiple records on-screen, *View as List.*
We suggest that you keep all the screens in *View as Form,* with using *View as List* for the *Values List* and *Cost Records* screens. Remember, though: in *View as Table* you won't have access to menu buttons so you'll have to go back to either *View as Form* or *View as List* to access/see them again.

Status Bar:
Leave this function turned on to retain the viewing mode, status area, and screen size option controls at the bottom left-hand area of your screen.

Status Area
This optional tool allows you to navigate through records. When enabled, you can step through records one at a time by clicking on the pages of the book-looking icon, or use its slider to *really* zoom through records.

Zoom In and **Zoom Out** commands change the size of displayed text. Another way of zooming in and out is by clicking on the

"terrain" buttons on the bottom, left-hand corner of your screen. Clicking on 100* will automatically set the view to 100%. Click on either the small or large "mountains" to shrink or expand the view, respectively. Clicking on the *Browse/Mode* drop-down menu is another way to select screen modes. Alternatively, you can use ^B to go to *Browse* mode, ^F for *Find* mode, and ^U for *Print Preview* mode.

Insert

This command is disabled in IR, as you'll be using command buttons in the *Photos Tab* for inserting pictures or reference files into your records. You'll find more information on this in the *Photos Tab* section of Chapter 5.

Format

This menu allows changes to the color, style, font and size of text, etc. Commands are self-explanatory and basic, as used in word processing programs. Remember that if you change the text qualities in *IR*'s screens' fields (such as making the font larger or smaller), that change won't appear in the final report; the default font for all *IR* reports is Arial.

Records

Go to Record allows you to go directly to a particular Risk Management Record (RMR) if you know its number. You can also step or breeze through records using Ctrl+□ (up arrow) to go backward through them or Ctrl+□ (down arrow) to go forward through them. To step through records one at a time, just hold down the Ctrl key and tap either the up or down arrows; to breeze through them, hold down the Ctrl key and the up or down arrow for as long as you need to arrive near a record, then step up or down to see the one you want.

Show Omitted Only displays "unfound" records during a *Find* request. See Chapter 8: *Finding Records* for more information. Remember to use ^J if you can't see records you're looking for.

Omit Record will omit the current record from a found set. See Chapter 8: *Finding Records* for more information.

Omit Multiple omits a range of records from a found set. See Chapter 8: *Finding Records* for more information.

IMPORTANT:
"Omit" commands do not clear or delete Risk Management Records in any way.
These commands only modify Find requests.

Modify Last Find changes your *Find* request in case of an error entering search criteria, or if the data you were looking for wasn't found. See Chapter 8: *Finding Records* for more information.

Sort Records sorts records by a field you specify and allows you to choose whether you want them ascending or descending. See Chapter 9: *Sorting Records* for more information.

Unsort unsorts the records you just sorted. See Chapter 9: *Sorting Records* for more information.

Replace Field Contents is handy if you need to change all the contents in a particular field in multiple records. See Chapter 10: *Finding and Replacing Data* for more information.

Scripts

Most of the scripts in Incident Reporter are button-driven so there's seldom a need to go to this menu. However, Administrators may *clear the contents of a record* by clicking on the CLEAR button on the Incident Tab. This action clears the contents of a record, while leaving the record number intact. The record automatically defaults to **Unused Record Number** in the *Type of Event* field. The unused RMR number may be used to record another type of event, or closed and remain displayed as *unused.*

Windows

New Window, Show Window, Hide Window and **Minimize Window** are Windows® functions that permit the viewing of one or more windows at a time. At this time, Incident Reporter is not set up to properly accept these commands, and the program works well without them.

Tile Horizontally places two more open windows over each other so you can view the contents of two, separate windows/files to work on them concurrently.

Tile Vertically places two windows side-by-side so you can work on their contents concurrently.

Cascade Windows places one window over another with just enough of a border showing so you can click between the two to work on their files concurrently.

Arrange Icons: This command is not accessible.

Upgrade

This menu is used to prepare Incident Reporter for upgrading to a new edition, or a new or patched version. The ^J command makes all records in the database available for import into the new edition, patch or version.

Contact Info

Information provided for help, tech support, questions and feedback. We value your input.

Incident Reporter General Inquiries: info@omniairgroup.com

Incident Reporter Tech Support: irsupport@omniairgroup.com

Omni Air Group Offices: Tel. 509.838.8121

3. Basic Navigation

The Home Page

Launch Incident Reporter if it isn't open already. This is the Main or "splash" screen. This screen may be customized with your company's logo and graphics in IR Enterprise edition.

Note:
Certain versions of Incident Reporter may vary slightly from the tabs, buttons and screens presented here. However, navigation basics are the same for all versions of the program.

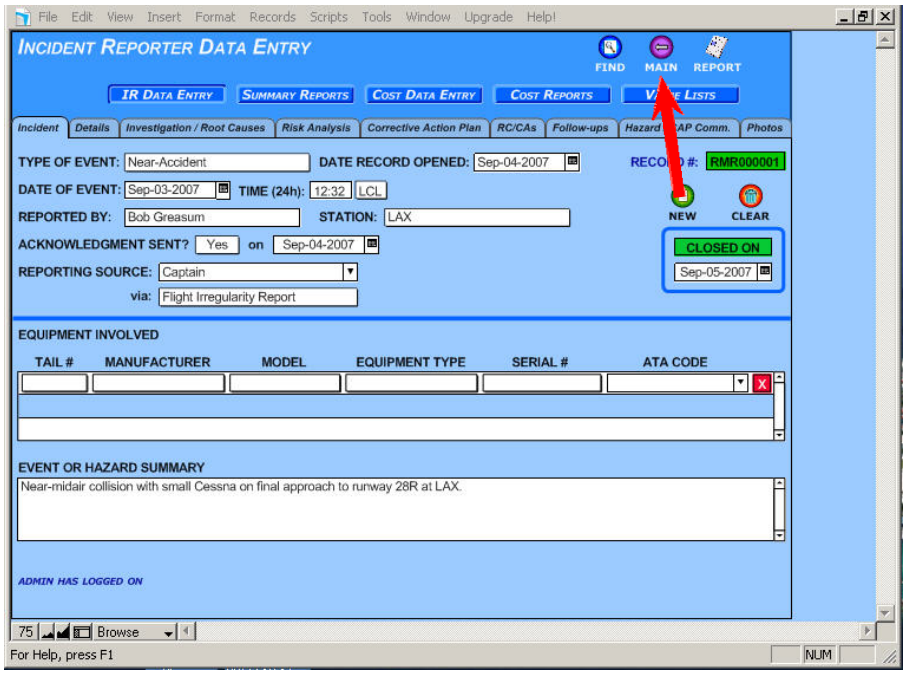
In this screen you have four buttons to choose from:

IR Data Entry	Summary Reports	Cost Data Entry	Cost Reports

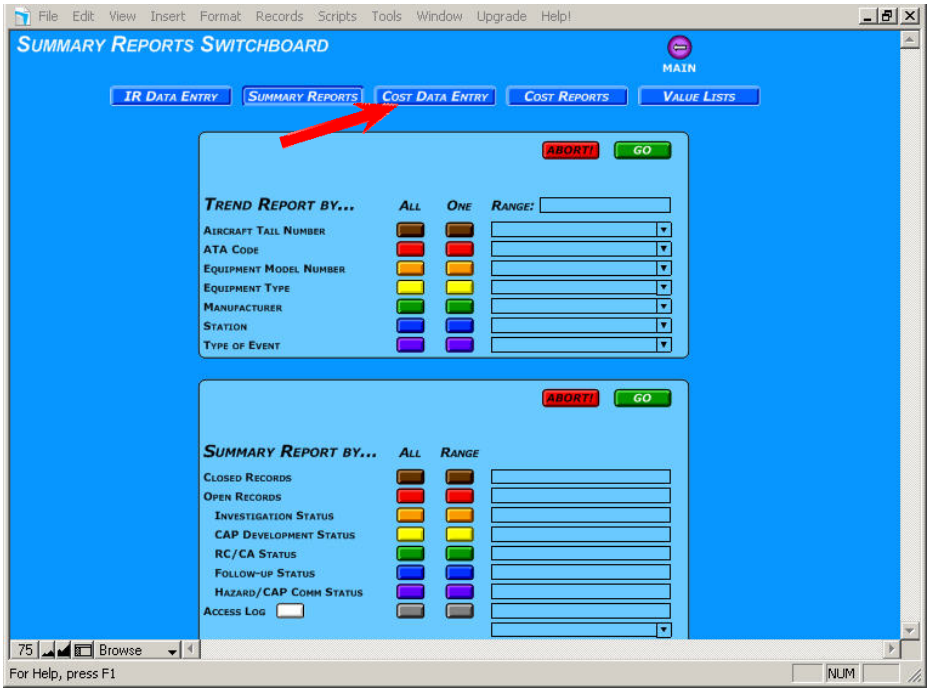
- Clicking on *IR Data Entry* takes you to the *Incident or Event Data Entry* screen where you'll enter and edit all the details about an incident, near-accident, injury, audit finding, CASS report, FDM report or other data.
- *Summary Reports* takes you to the "switchboard" where you'll pick the type of summary report or trend report you want to view or print.
- *Cost Data Entry* will take you to the screen where you'll enter the costs incurred from an incident or other event.
- *Cost Reports* will take you to the "switchboard" where you'll choose the type of cost-related report you want to view or print.

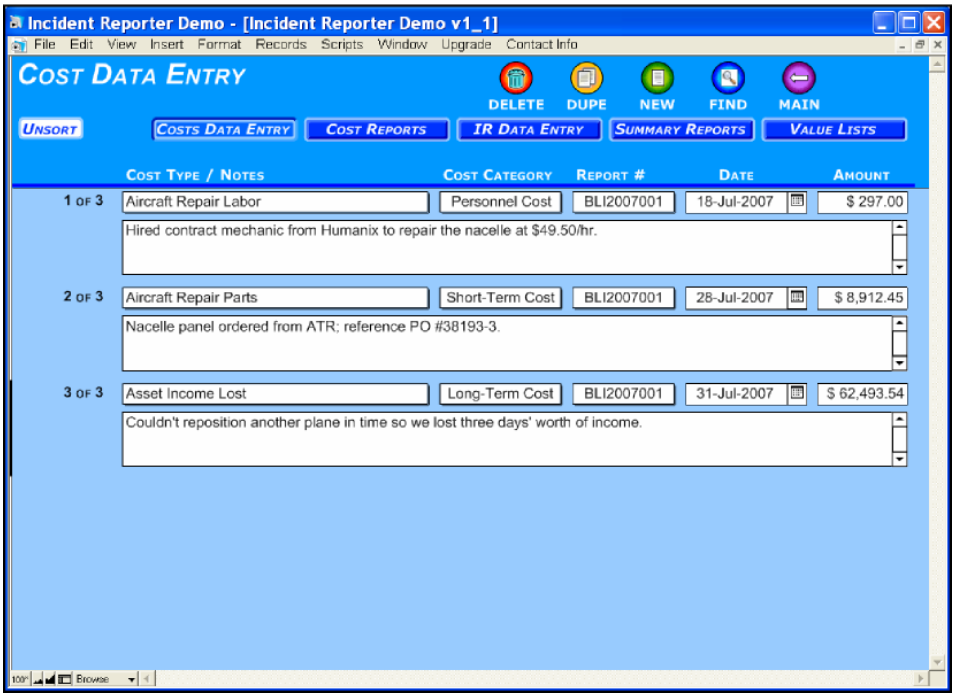
Screen Buttons

Click on the *IR Data Entry* button; you'll see the *Incident or Event Data Entry* screen on the next page. (Filling in fields will be covered in the next chapter, *Data Entry 101.)* Clicking on the folder-like tabs will take you to different screens, or layouts, within the *Incident or Event Data Entry* area. For now, click on the purple Main button to take you back to the Main screen.



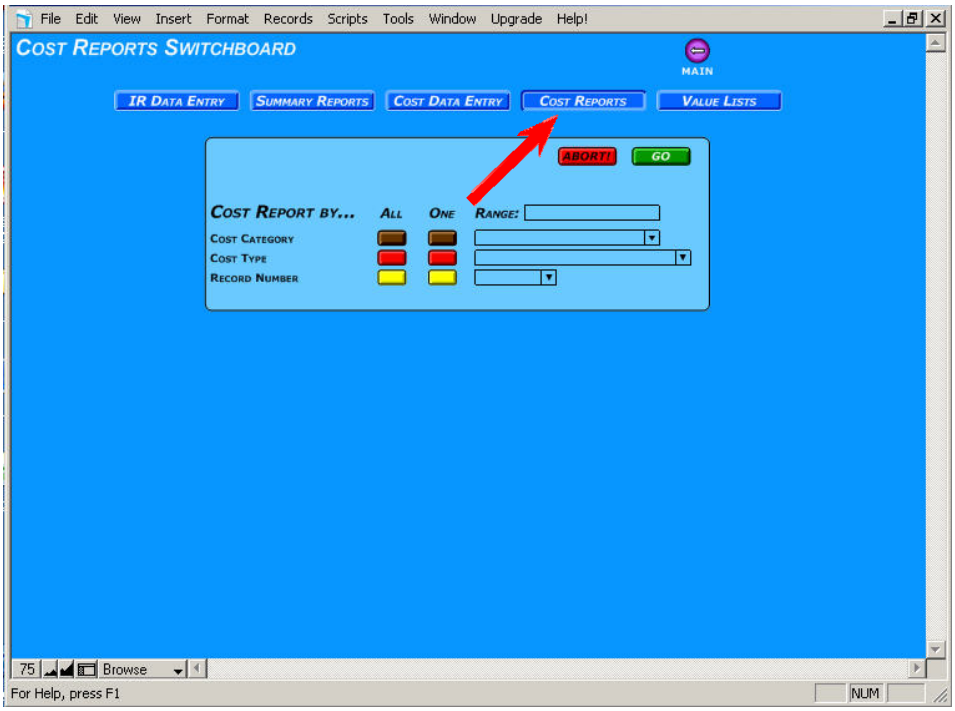
Now click on the *Summary Reports* button, and the *Summary Reports Switchboard* will appear. Note that the Main screen's navigation buttons are also displayed at the top of each sub-screen; navigation between screens is fast and intuitive. Click on the blue *Cost Data Entry* navigation button; This is where you'll enter cost information.



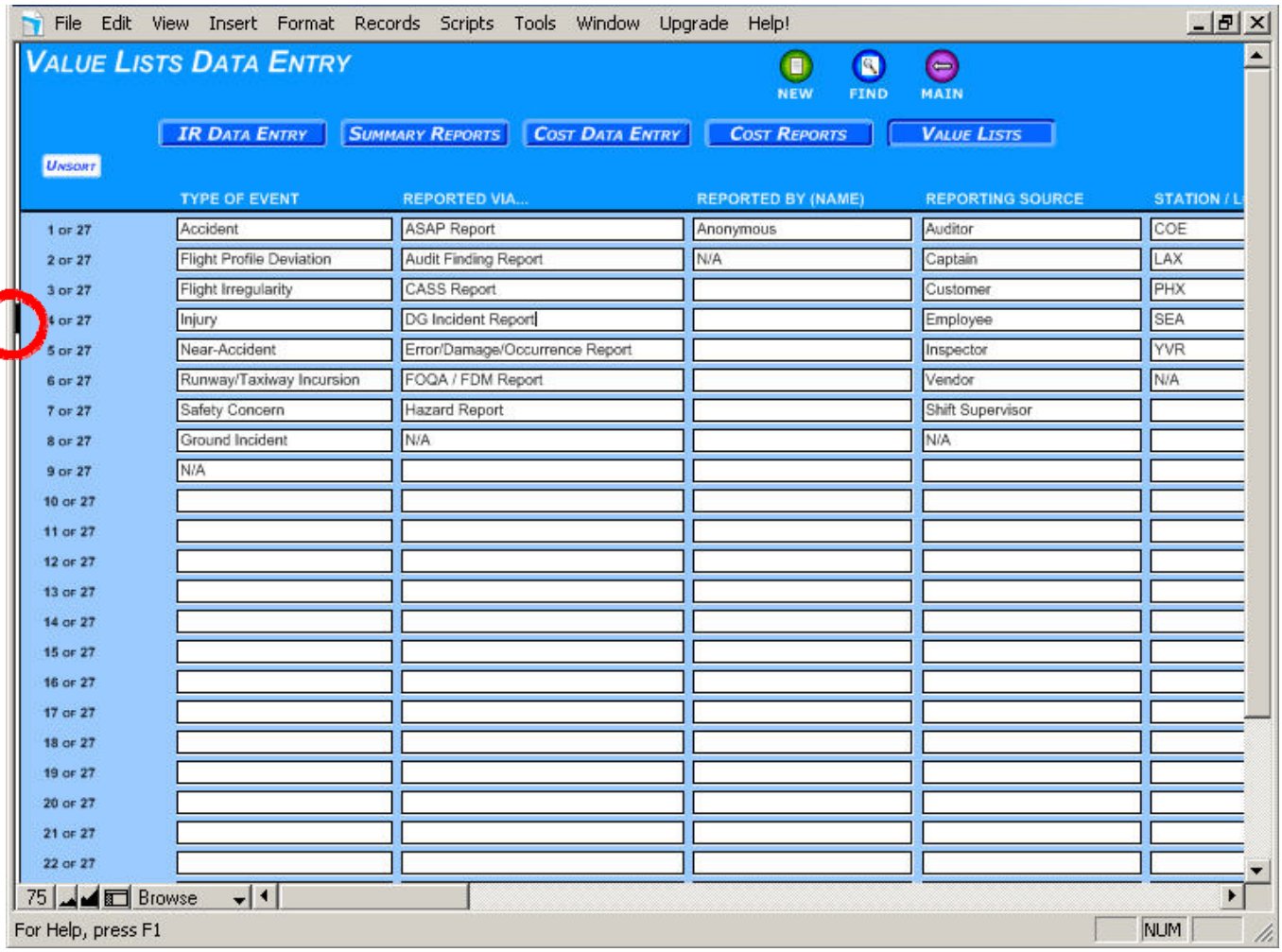


For a large number of records, you may want to change to *Table* view for easier viewing.

Click on the blue Co*st Reports* navigation button. This is where you'll choose the type of report you want for cost-related entries. IRv2.1 now offers users the ability to customize cost types and categories to match your company's accounting system.



Next stop: *Value Lists.* Click on its blue navigation button. Here is where you customize all of your programmable pop-up and drop-down menus such as types of events, reports, stations, tail numbers, cost types and other data specific to your organization.


File Edit View Insert Format Records Scripts Tools Window Upgrade Help!
VALUE LISTS DATA ENTRY
NEW
FIND
MAIN
IR DATA ENTRY
SUMMARY REPORTS
COST DATA ENTRY
COST REPORTS
VALUE LISTS
UNSORT
TYPE OF EVENT
REPORTED VIA...
REPORTED BY (NAME)
REPORTING SOURCE
STATION / L
1 or 27 Accident ASAP Report Anonymous Auditor COE
2 or 27 Flight Profile Deviation Audit Finding Report N/A Captain LAX
3 or 27 Flight Irregularity CASS Report Customer PHX
4 or 27 Injury DG Incident Report Employee SEA
5 or 27 Near-Accident Error/Damage/Occurrence Report Inspector YVR
6 or 27 Runway/Taxiway Incursion FOQA / FDM Report Vendor N/A
7 or 27 Safety Concern Hazard Report Shift Supervisor
8 or 27 Ground Incident N/A N/A
9 or 27 N/A
10 or 27
11 or 27
12 or 27
13 or 27
14 or 27
15 or 27
16 or 27
17 or 27
18 or 27
19 or 27
20 or 27
21 or 27
22 or 27
75 Browse
For Help, press F1
NUM

By setting up value list entries to match your company's *Types of Events*, for example, you will be assured that when data is entered, it will be entered under the type of event you specify. This control over event titles will reduce data entry errors while ensuring accurate trend and summary reporting functions.

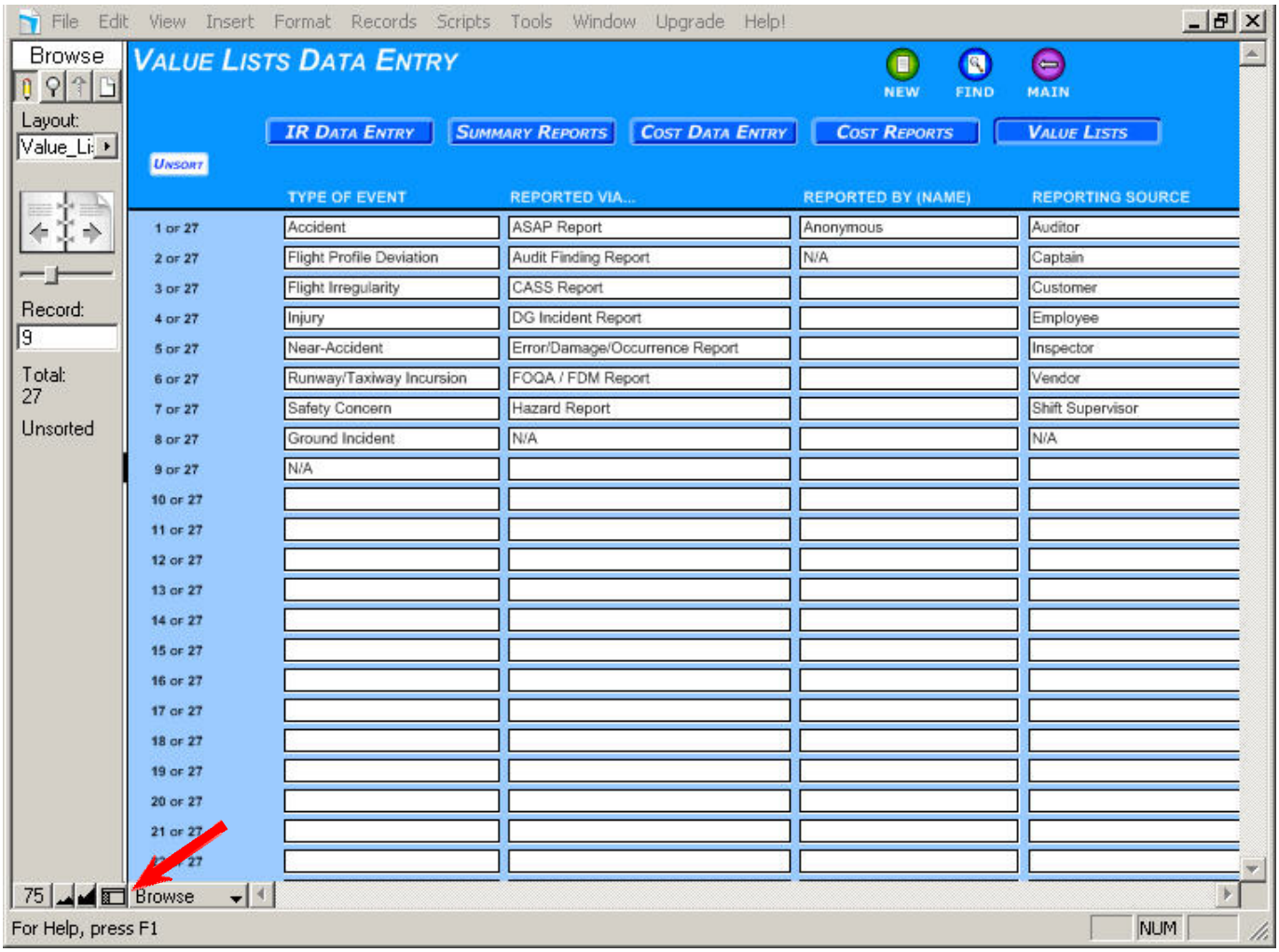
Navigating Through Rows

Incident Reporter will tell you which row you're focused on by placing a black, vertical bar to the left of that row. In the example above, the marker is focused on row 4 (of a total of 27 rows available in that screen). If you click in any other field above or below the horizontal row of fields that belong to row 4, the marker will move vertically (up or down) to the new row you've selected.

Navigating Through Records

There are several ways to step or breeze through records:

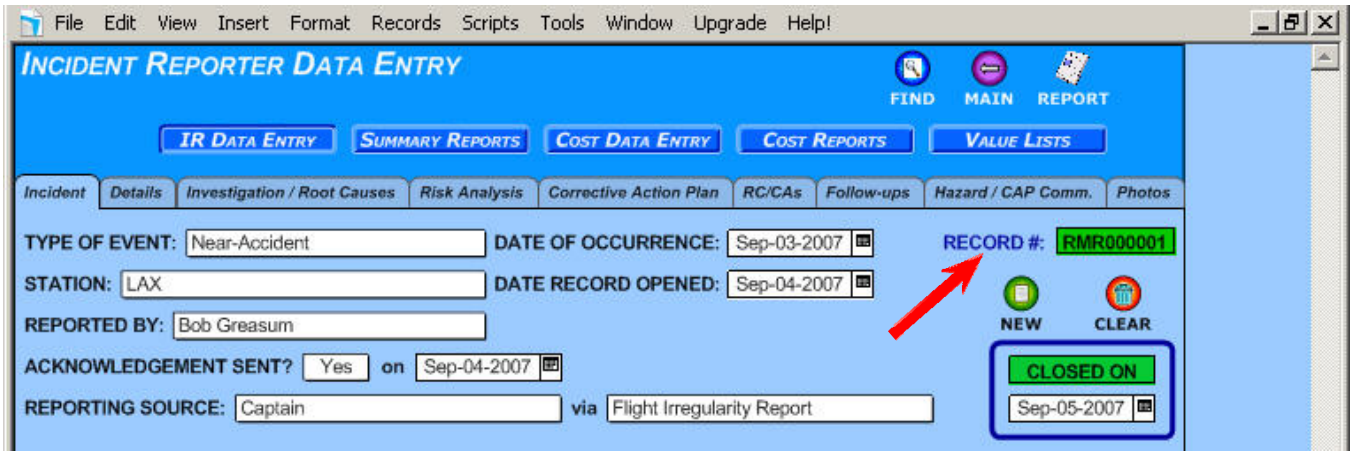
- To step through records one at a time, hold down the Ctrl key and tap either the up ('1) or down (J.') arrow; use '1 to go to the previous record and J.' to go to the next record.
- To breeze through records quickly, use the same procedure above but hold down the CTRL key and the arrow until you near the record you want; when you get close to the record you want, release the arrow key then perform the tap method described above. (If your mouse has a scroll wheel you can use that to breeze through Incident Reporter's records, too—just make sure you've committed the current record, first, or it won't work.)



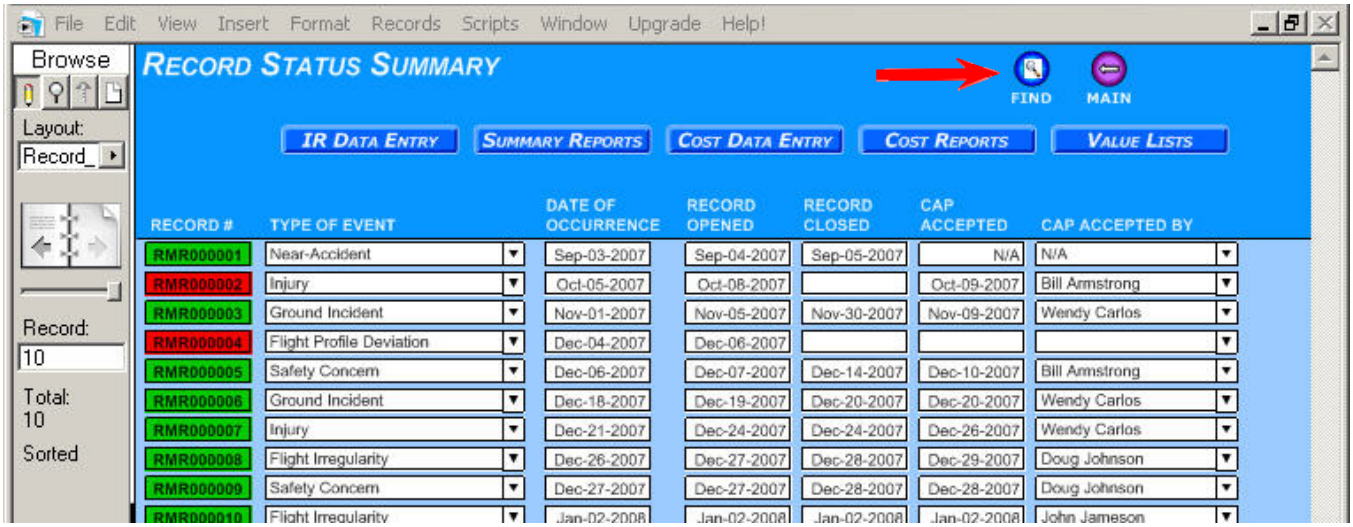
- Click on the *Status Area Icon* (as indicated by the red arrow above) to open the Status Area on the left-hand side of your screen. Here, the slider tool will breeze you through records and page tools will step you through each record. Click on the *Status Area Icon* again to close the *Status Area*.

Record Status Summary Screen

From the Incident Tab, click on the blue **RECORD #** field name to access the *Record Status Summary Screen*.

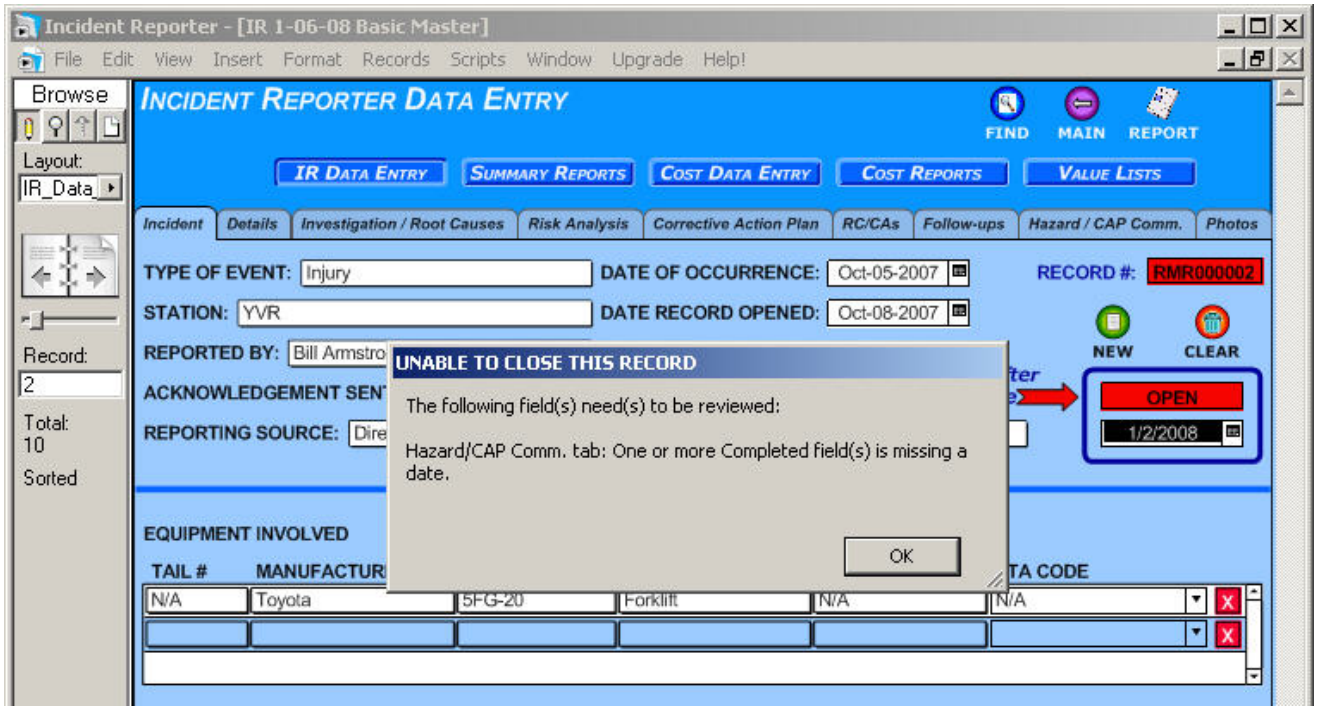


The *Record Status Summary Screen* (below) displays all records in the IR database within a user-defined date range. Use the *Find* command button to specify a date, date range or year (see *Chapter 8: Finding Records* for more information). Use the Status Area controls to navigate displayed records.


File Edit View Insert Format Records Scripts Window Upgrade Help!
Browse
Layout:
Record_
Record:
10
Total:
10
Sorted
RECORD STATUS SUMMARY
FIND
MAIN
IR DATA ENTRY
SUMMARY REPORTS
COST DATA ENTRY
COST REPORTS
VALUE LISTS
RECORD # | TYPE OF EVENT | DATE OF OCCURRENCE | RECORD OPENED | RECORD CLOSED | CAP ACCEPTED | CAP ACCEPTED BY
RMR000001 | Near-Accident | Sep-03-2007 | Sep-04-2007 | Sep-05-2007 | N/A | N/A
RMR000002 | Injury | Oct-05-2007 | Oct-08-2007 | | Oct-09-2007 | Bill Armstrong
RMR000003 | Ground Incident | Nov-01-2007 | Nov-05-2007 | Nov-30-2007 | Nov-09-2007 | Wendy Carlos
RMR000004 | Flight Profile Deviation | Dec-04-2007 | Dec-06-2007 | | | |
RMR000005 | Safety Concern | Dec-06-2007 | Dec-07-2007 | Dec-14-2007 | Dec-10-2007 | Bill Armstrong
RMR000006 | Ground Incident | Dec-18-2007 | Dec-19-2007 | Dec-20-2007 | Dec-20-2007 | Wendy Carlos
RMR000007 | Injury | Dec-21-2007 | Dec-24-2007 | Dec-24-2007 | Dec-26-2007 | Wendy Carlos
RMR000008 | Flight Irregularity | Dec-26-2007 | Dec-27-2007 | Dec-28-2007 | Dec-29-2007 | Doug Johnson
RMR000009 | Safety Concern | Dec-27-2007 | Dec-27-2007 | Dec-28-2007 | Dec-28-2007 | Doug Johnson
RMR000010 | Flight Irregularity | Jan-02-2008 | Jan-02-2008 | Jan-02-2008 | Jan-02-2008 | John Jameson

OPEN records are displayed in red, and CLOSED records are displayed in green. It is from this screen that Administrators can see all open records, and then go to a specific record to see what needs to be done in order to close it. By clicking on the *record number*, you are taken directly to that record on the *Incident Tab*.

Controls built into IRv2.1 prevent the closing of records until all risk controls, corrective actions, follow-up audits and other required tasks are completed. When an Administrator attempts to close a record which has open tasks remaining, a window appears directing the user to the necessary task or action.



Users are directed to both the actions that must be completed before the record can be closed, and to the tabs on which the necessary entries need to be made. Various *Summary Reports* also provide information regarding open records and the actions required to close them. See *Chapter 6: The Summary Reports Switchboard* for more information regarding Summary Reports.

THIS PAGE INTENTIONALLY LEFT BLANK

4. Data Entry 101

Data entry is simple with Incident *Reporter v2.1.* You can create, reuse, add, subtract, edit and move text very easily and quickly.

Basic Rules

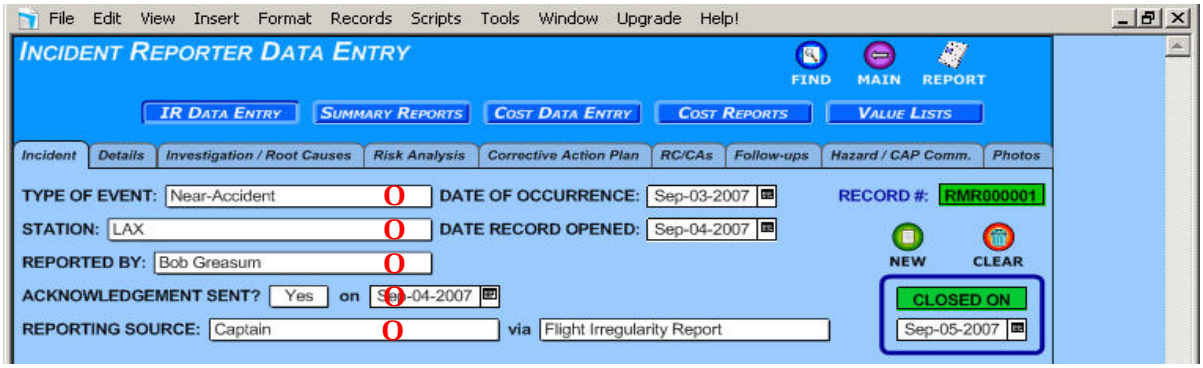
Be consistent when entering your data. If you're the kind of person who likes to put two spaces after a period before starting a new sentence, then do that for *every* sentence; if you hyphenate certain phrases or part numbers (*e.g.,* in-house, up-to-date, 123-456-789, *etc.), always* hyphenate them the same way; if you prefer to type text in uppercase, then *always* type the text in uppercase. Why the big deal on consistency? Because if you need to make global changes later you can make them quickly and easily using a few commands. Otherwise, you'll spend a lot of time manually trying to find every instance of text you want to change before implementing a global change.

Dates should be entered using periods (1.01.07), hyphens (1-01-07) or forward slashes, as in 1/01/2007. Alternatively, years may be entered with all four digits (e.g., 2007, or 1.01.2007) IR displays dates in this format: Jan-02-2007. . .*but that's not how Incident Reporter wants them entered:* it wants dates entered thusly: 1.2.07, 1.2.2007. Date ranges are separated by three periods (…). The IR Creator therefore suggests you always use "periods" when entering dates. A typical date range (for a find command) would then appear like this: 1.02.07…3.31.07.

Avoid pressing the RETURN or ENTER key *after you've entered the last phrase or sentence in a field.* If you intentionally (or unintentionally) add a return after the *last line* in a text field, IR will produce reports with excessive white space between paragraphs of text, or between fields, in the Cost and Summary Reports. It will also cause problems with sorting and finding data, so avoid this mistake and don't use the Enter key except *between* paragraphs of text.

Types of Fields

There are three types of menus used in Incident Reporter*:* **pop-up**, **radio button**, and **drop-down**; for fields, there are also three types: **date, text, and container**. Most of these can be found in the *Incident Reporter Data Entry* screen under the *Incident Tab.*



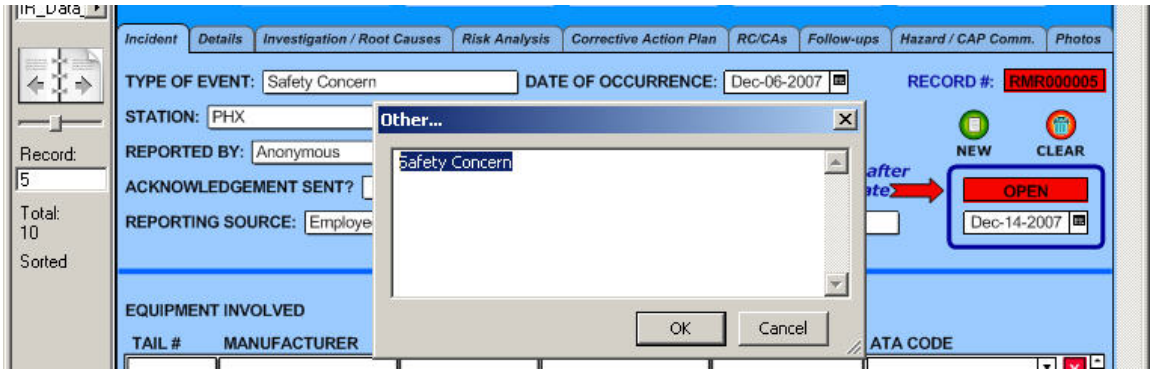
Pop-Up Menus

You can recognize a pop-up menu field from the other fields by its bold, black "drop shadow" on the right-hand and bottom edges of the field. Simply click in it, move the mouse's pointer down to the choice you want, then click on the choice—it'll automatically populate the field. Go ahead and try it with the *Type of Event* field.

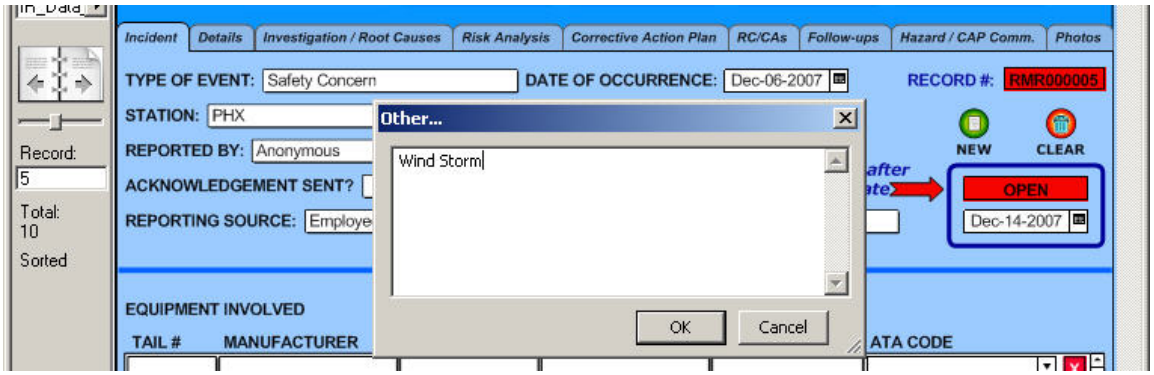
Note:
If you're too fast on the draw by clicking and releasing the mouse button too quickly then the menu won't stay open. Slow down and wait a moment before releasing the mouse button after selecting the menu.

Adding a Temporary Pop-up Menu Entry

You're not limited to the entries already entered into a pop-up menu field. Add a temporary pop-up menu entry by using the "Other…" entry at the bottom of the menu. For example, select "Safety Concern" (or any other choice) from the *Type of Event* field then click on the menu choice, "Other...". Highlight "Safety concern" as shown below (using keyboard shortcut ^A or by swiping it).



Type (without quotation marks) "Wind Storm" so it looks like this (**without adding a return!):**
...and then click the OK button.



Notice how "Wind Storm" has been inserted in the Type of Event field, but if you click on the field again to bring up its list it's not listed? That's because "Other..." allows you to enter "one-time" entries into a pop-up menu. This is handy for those entries where you normally don't want to include an item in a pop-up menu's permanent list of choices; this avoids loading up the menu (in value lists) with choices you'd rarely use. Also note that "Safety Concern" is still included in the list of items—it wasn't overwritten by "Wind Storm" since the entry "Safety Concern" is a permanent choice in the Value Lists screen.

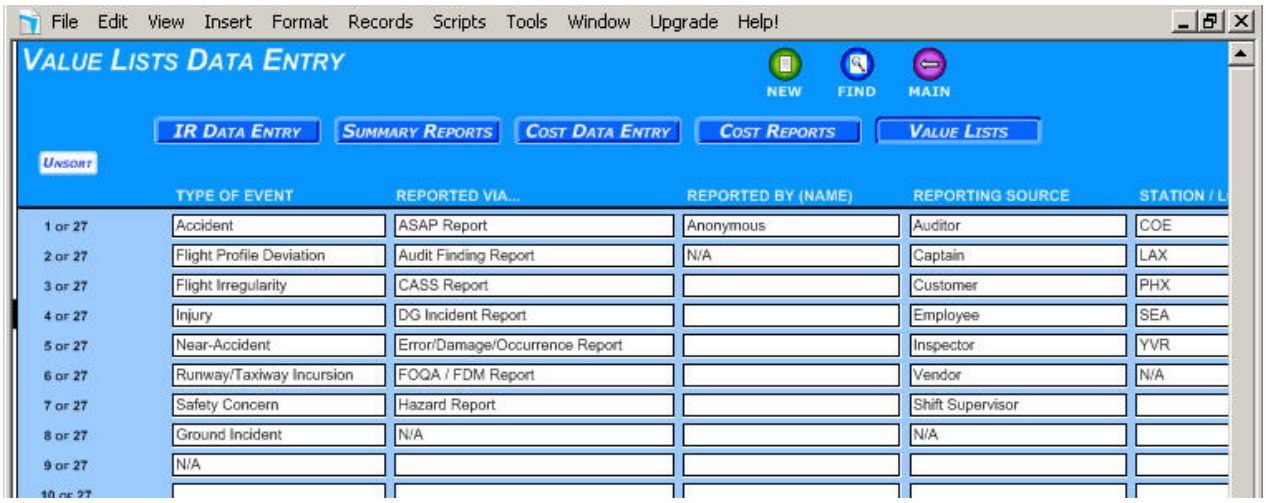
Note:
Keep 'one-time" entries to a minimum for more accurate trend and summary reports.

Removing a Temporary Pop-up Menu Entry

To remove or clear a temporary item, like “Wind Storm” from the *Type of Event* field, simply click on the pop-up menu, select “Other...”, swipe and delete the window’s contents, then click on the OK button.

Adding a Permanent Pop-up Menu Entry to the Value List

Say you want to insert a new category of event into the *Type of Event* menu’s permanent list of choices, such as “Runway/Taxiway Incursion”. Click on the upper blue *Value Lists* button from any screen to take you to the *Value Lists* screen.



Each column displays the value list for a particular pop-up menu; under each boldfaced header/ label is the list of choices available to use for that field. You can add or subtract as many entries as you want.

Reminder:
***Notice where the record marker is circled; you’re on record 4 of 27 available records* in this screen.**

When editing in *Value Lists*, mind where your mouse cursor is parked; if you start typing and aren’t paying attention, you could accidentally text into row “7 of 27” even though you wanted to enter your text in, say, row “4 of 27”. Remember to click in the desired field before you start typing.

If you want to add a new entry to a column/menu and after scrolling up and down you see that you ***don’t*** have a blank space available for you to enter it, create a new row (record) by clicking on the *NEW* button at the top of the screen; a new, blank, horizontal row of fields—which is a new record—will appear at the bottom of the entire list. In the new blank space at the bottom of the column/field in which you want to make an entry, (*Type of Event* in this example), type in your new entry, “Runway/Taxiway Incursion”.

When done, CiB (Click in Blue) to commit the record.

Important Things to Know About the *Value Lists* screen

Each horizontal line or row across the whole width of the Value Lists screen constitutes a single "record"; all the fields on that line belong to that record. In the example above (record 4 of 27, Injury…), if you were to park your mouse cursor anywhere in that record / row and press the DELETE button at the top of the screen, you'd delete all the other menu entries sharing the same horizontal line/record as well: DG Incident Report, Employee, SEA, etc.

Extra blank fields in the Value Lists screen won't affect Incident Reporter's performance or the appearance of reports, but it's good housekeeping to keep them to a minimum. Just make absolutely sure that all the horizontal fields for a record are empty before you delete that line/record/row.

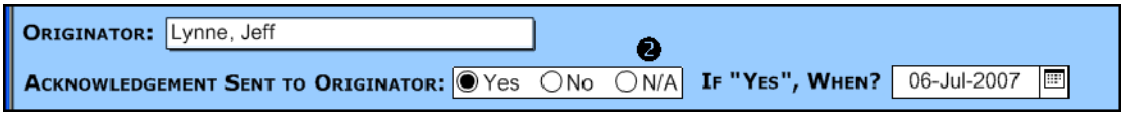
Don't worry about the alphabetical order of the entries in the columns—they'll be automatically sorted for you when you click in their respective pop-up menus.

To see if you've already inserted an entry or not, click on the column header/label; it will alphabetically sort that column's entries for you beneath it, making missing or duplicate entries easier to see. Delete the duplicates. (It's normal for blank fields to appear before the first, alphabetized record.) If you want to unsort the entries, either click on the Unsort button in the upper left-hand corner of the screen, or go to the *Records* menu and click on Unsort, or use the keystroke □ ^S.

Removing a Permanent Entry from a Pop-up Menu Value List

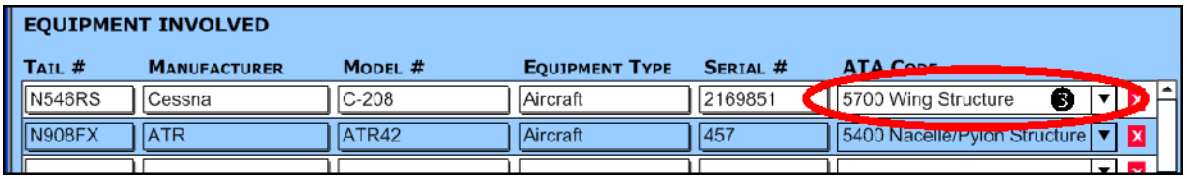
Say you've changed your mind and don't want "Runway/Taxiway Incursion" to be a permanent choice in the *Type of Event* value list. Simply go back to the Value Lists screen, put your cursor in the "Runway/Taxiway Incursion" field, highlight the text and press the Delete key on your keyboard.

Radio buttons



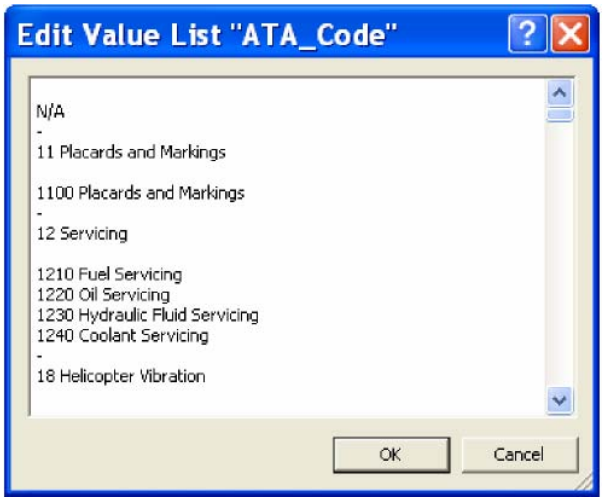
Click on the button to the left of the choice you want to select. If you choose "Yes," your mouse cursor will automatically jump to the date field to its right where you'll enter the appropriate date. In the event you change your mind and click on either the "No" or "N/A" button, Incident Reporter will automatically remove the date from the date field for you, since there shouldn't be one if "No" or "N/A" are selected.

Drop-Down Menu


EQUIPMENT INVOLVED
TAIL # MANUFACTURER MODEL # EQUIPMENT TYPE SERIAL #
N548RS Cessna C-208 Aircraft 2169851 5700 Wing Structure
3
N908FX ATR ATR42 Aircraft 457 5400 Nacelle/Pylon Structure

Unlike a pop-up menu, you can edit the contents of a drop-down menu without going to the Value List screen. To select a choice, click on its down-facing arrow to bring up the menu; you can either use the slider to find your choice, then click on it to enter it into the field, or type the first few characters of the choice you want; a "type-ahead" feature has been implemented for this field so all you have to do is type the first few characters of the choice—assuming it's been inputted already— and it'll appear within the menu for you to select.

A slider on the right-hand side of the drop-down menu enables rapid scrolling. If you slide the slider all the way to the bottom you'll see "Edit..." Click on it. An *Edit Value List* windoid will appear:

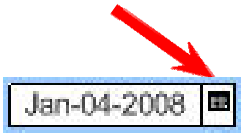


Here, you can insert, delete, change and move the choices around to your liking, just as you would work with text within Windows® WordPad applet, but be careful how you do that. It's important that you: a) have a carriage return on the topmost "line" with N/A just beneath it; b) you don't have a carriage return/empty line at the end of the list, and c) don't use any non-alphanumeric characters. If you're going to change this field's contents around, I recommend copying and pasting its current contents into a word processing program (like MS-Word®) for editing and organizing its contents there, then copying and pasting the edited contents back into this menu. Click on the Cancel button to close the windoid.

Note:
By adding a hyphen on a line by itself it'll create a horizontal rule (line) to appear in the menu; This is handy for visually grouping a list of entries within in the menu.

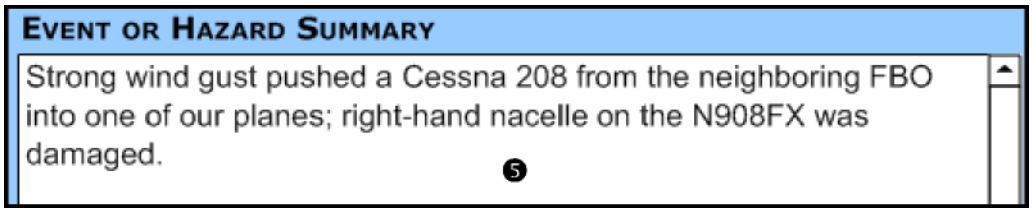
Date Fields

You can enter a date in a date field in one of two ways: either by clicking on the drop-down calendar icon to the right of a date field (which will bring up the calendar as shown here...



...and clicking on the date you want, or by manually entering it. For the clicking method, you can select the month by clicking on the left and right-facing arrows on the calendar's title bar. Once the month is chosen, you can click on the numbered day; the complete date will then be entered into the date field. (As a reminder, Incident Reporter displays the current date in a red square). CiB to commit the record. If entering a date manually, enter it in either a m.d.yy or m-d-yy or m/dd/yr format (e.g., 1.3.07 or 1-3-07 or 1/03/07). CiB (click-in-blue) to commit the record. When entering the year by itself (as you will in the reports screens), enter the full, four-digit year number, e.g., 2006, not 06.

Text Fields


EVENT OR HAZARD SUMMARY
Strong wind gust pushed a Cessna 208 from the neighboring FBO into one of our planes; right-hand nacelle on the N908FX was damaged.
5

Text fields are easy: just type (or paste from another source) alpha-numeric text into it. If you paste or enter text into a text field and not all of it fits, don't worry about it: it's really all there—use the vertical scroll bar on the right-hand side to view all the text. If there isn't a vertical scroll bar associated with a text field, that means you have that box's worth of space to squeeze your text into and no more.

Reminder:
Do not insert blank lines after the last line of text!

Days Left/Past Due Fields

You'll notice that on some of Incident Reporter's tabs and screens there are fields labeled *Days Left/Past Due*. IR automatically calculates how much time you have left, in black, before the entered due date occurs; it's red if the current date is after the entered due date. (You can print reports in the Summary Reports screen that will tell you which ones are coming up or are overdue.)

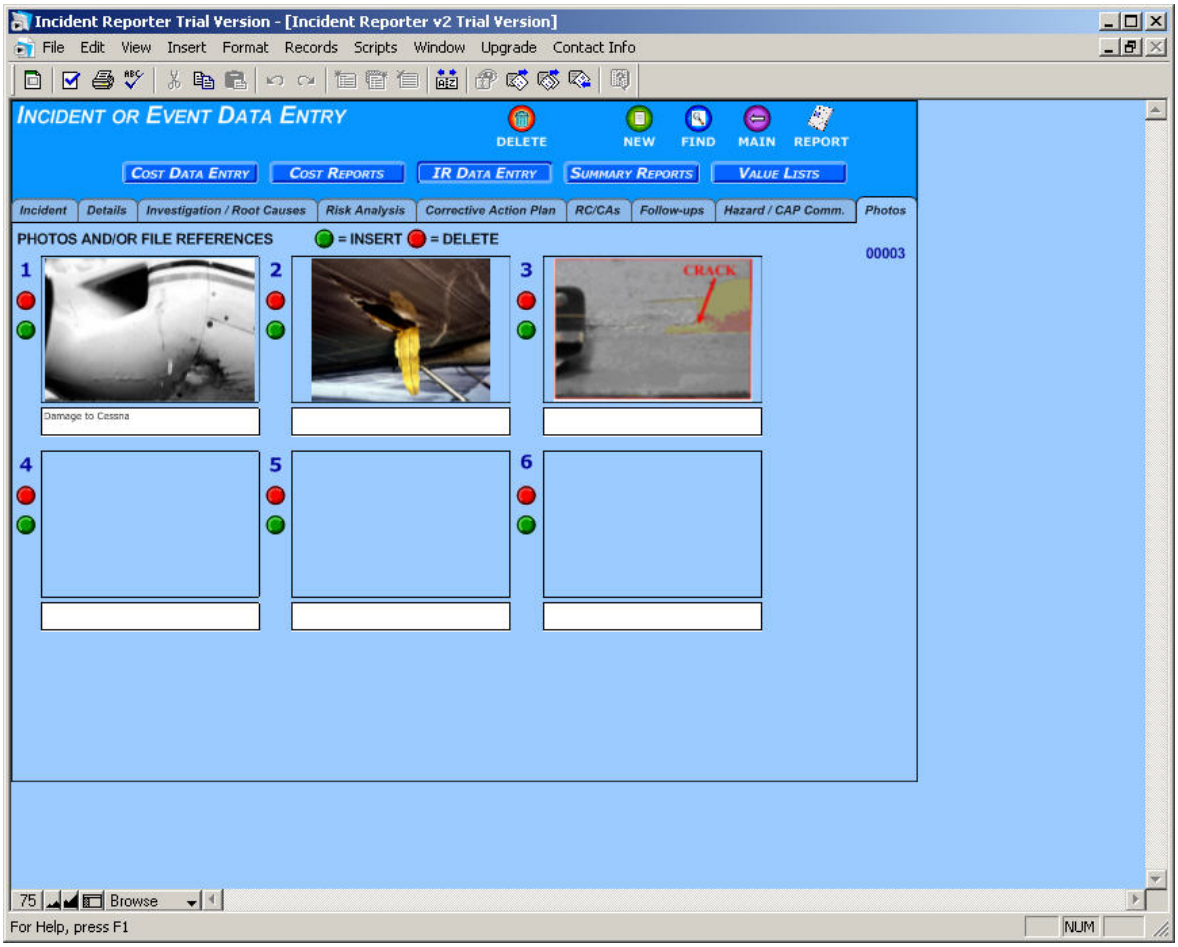
Error Messages

Occasionally you may enter data into a field while creating a record or making a Find Request when this windoid will pop up:

Incident Reporter is telling you that the data you entered can't be found in the database because either you misspelled the text you were searching for, or there weren't any records or data to match your request. In this case, either click on *Modify Find* to change your Find request or cancel.

Importing Images and Reference Files

While in the *Incident or Event Data Entry* screen, click on the *Photos* tab.. .this is where you have the option of inserting up to six pictures into each record. Reference files may also be included, such as the original source document for the record (e.g., the original Flight Irregularity Report, Investigative Reports, Audit Finding Reports, Letters of Correction to vendors, etc.). These documents must be placed in IR's *Documents* file and are linked to these fields. If moved, the link will be broken and IR will be unable to retrieve them for you, so always place and keep copies of reference documents in IR's *Documents* folder.



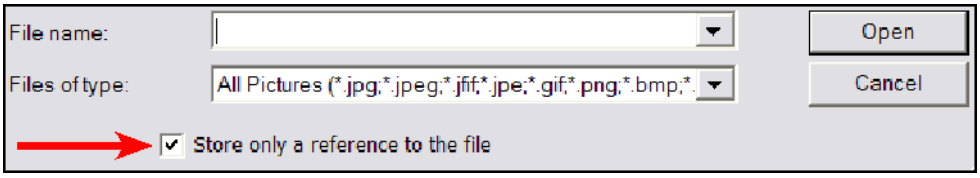
Incident Reporter will import all common image formats such as .jpg, .png, .gif, bitmap, TIFF, and many more. (You can see a list of them while importing your images.) Just click anywhere in the box, go up to the Insert menu, click on Picture, find an image that you've already placed in Incident Reporter's Photos folder, then D-click on it. *Poof!* Your picture is imported. Don't like it? Click once in the same container field and press the Delete key on your keyboard and the image is removed. (The original you placed in IR's *Photos* file is safe; the image is simply no longer linked to Incident Reporter.) Just be sure to enter photos in 1-2-3-4 order as shown on the screen.

Captions

If you want to include captions, type the caption text below its respective picture. Just remember that in these particular fields you're limited in text length so whatever fits in the caption window will appear on the report; whatever doesn't, won't. Incident Reporter has no photo editing capabilities so you'll need to adjust the contrast, brightness and color of your images before they're imported. Remember also to place and keep all photos in IR's *Photos* folder.

IMPORTANT

When importing an image, be sure to check the "Store only a reference to the file" box as shown below.

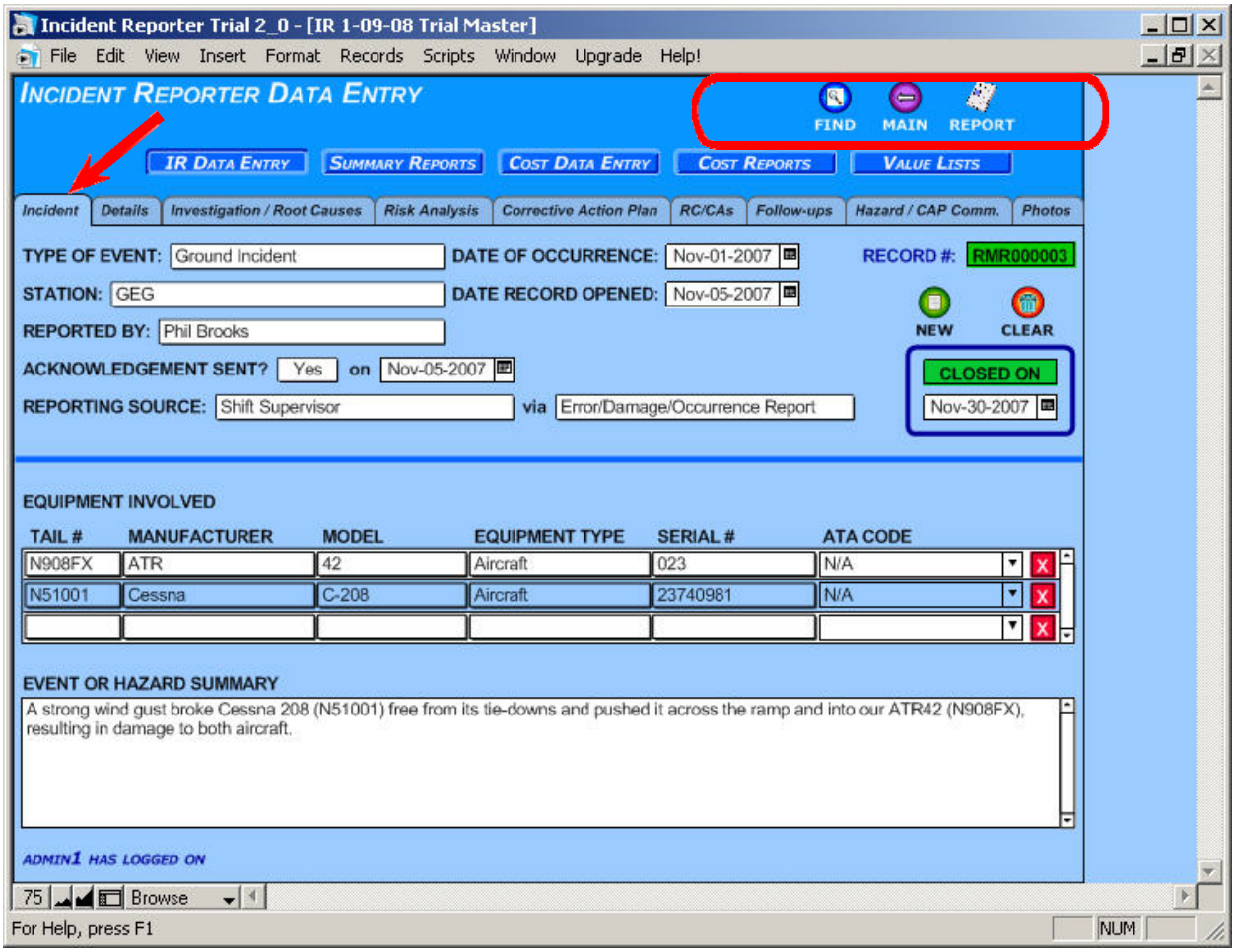


This tells Incident Reporter not to store the photo within the database itself, but to link to the image file in a separate folder. This is essential to keep the database file size small and fast-running. Again, place all your reference photos in the IR *Photos* folder, so both you and IR will always know where they are. If you change a photo's filename or location, IR will lose track of it; you'll have to re-insert it into your record.

5. Creating your First Risk Management Record

Quick Tour

IR was designed to be intuitive and easy to use. Data entry and the risk management process is performed using nine tabs, arranged from left to right in order of their typical use. The *Incident* tab, under *IR Data Entry*, is displayed here.



Buttons and Field Names

Many of IR's buttons and field names contain instructions and guidance. Without clicking your mouse, steer it so its cursor "hovers" over one of the *buttons* (circled in red above). In many cases a "tooltip" will appear that provides information about the button's function. Hovering over *field names* will also provide tips regarding the data to be entered.

In some cases the cursor will change from an arrow to a hand with an extended finger. For buttons, this indicates the function will occur with one click. For field names, the hand with extended finger indicates that additional information is available by clicking on the field name. Until you become familiar with entering data into a record, run your mouse cursor over each button or field name to see the tooltip that may be associated with it.

For example, hover over the field name **RECORD #** and a tooltip will appear stating “Click me to go to the Records Status Summary screen”.

Now hover over the purple MAIN button, and a tooltip will appear saying “Takes you to the main screen.” Click on that button and you are returned to the Main screen. Now click on the IR DATA ENTRY button to return to its screen. Here’s what the other buttons do:

FIND: Click this button to start a manual *Find request* (see the **Finding Records** chapter for more information.

REPORT: This button takes specified fields of data from the Risk Management Record (RMR) being displayed to create a viewable / printable report.

NEW: Creates a new Risk Management Record. You’ll click this button to create a new RMR for each incident, audit finding, report or event, or in the Cost Data Entry screen, a new cost record.

CLEAR: Clears the contents of the record being displayed, while preserving the record number. Defaults to “Unused Record Number” in the Type of Event field (Only persons with Administrator privileges can perform this function). The unused RMR may remain displayed as unused, or assigned to a new event.

Additional Buttons In The Cost Data Entry Screen

DUPE: For Value List and Cost Data Entry use only! (That’s why it doesn’t appear in the IR Data Entry screen.) Clicking on it duplicates the current record (where the record marker is.)

DELETE: Deletes the current cost record you’re looking at, as indicated by the black marker on the left-hand side of the screen. Remember: once a record is deleted it’s gone forever!

Record OPEN / CLOSED ON Command Bar

Risk Management Records are opened and closed on the right-hand side of the *Incident Tab* as shown below.

When a record is open, it is displayed in red. Administrators may close a Risk Management Record (RMR) by entering a date in the date field and clicking on the command bar. When closed, all of the data (excluding cost data) associated with that RMR cannot be edited, deleted or modified in any way.

Deleting a Record from the *Equipment Involved* Portal

This button, , deletes only the fields of data entered on the same row it shares. Like the other red DELETE button on the Cost Data Entry screen, you'll be asked if you really want to delete the record.

Remember:
Once a record is deleted it's gone forever.

Use the button to delete all the entries on its record/line instead of manually deleting the contents of each separate field on that line—that way, you won't end up with a lot of blank fields where these records are stored. (You don't have ready access to that part of the program.) A vertical scroll bar on the right-hand side allows you to add more than three records in this section.

IMPORTANT:

When entering records into the *Equipment Involved* fields, the program will automatically generate a new blank line beneath every new record as you enter it; there's no need to delete the new blank row beneath the last record entered there: IR is set to ignore it.

If you input any data in the equipment involved fields, all six fields for the record must have something in them be it "N/A" or actual data. this is important for reports to print properly.

Status Bar

Incident Reporter's *Status Bar* is located on the left-hand side of the screen. To make it visible or invisible, press CTRL + ALT +S, or click on the Status Bar Icon, located in the bottom left-hand corner of the screen.

The Status Bar provides rapid access to various functions, including browse, find and preview functions, as well as quick access to the many data screens associated with any given record. Just to the right of the Status Bar icon as indicated above, is a "short-cut" menu to the browse, find and preview functions.

Incident Tab

From the MAIN menu, click on IR DATA ENTRY and then click on the *Incident Tab.* This is the first tab used to create a record of an incident or other event, and provides an overview and summary information. The *Incident Tab* screen is depicted at the beginning of this chapter.

NOTE:

In addition to incidents and other safety-related events, Incident Reporter tracks risk management processes for audit findings, errors, violations, reported hazards and other safety concerns. When data from accident prevention programs reveals a need for risk controls or corrective actions, IR tracks these risk management activities as well. This includes mechanical reliability reports, CASS reports, Flight Data Management or FOQA reports, etc.

Comprehensive fixes associated with voluntary disclosures, findings from regulators or external audits, reports of Suspected Unapproved Parts and INFO / SAFO reports that require risk controls or corrective action are managed and controlled using the IR database.

Incident Reporter may also be used for formal Operational Risk Management (ORM), employed during the planning stages of growth, acquisitions, new facilities, new aircraft types and other significant organizational changes, where a structured and disciplined approach to risk management is desired.

For more information on Strategic Operational Risk Management refer to the OAG SMS Program.

Type of Event

Click on the pop-up menu to select the type of event you want to record, or enter a temporary one by choosing “Other...”.

Date of Occurrence

Enter the date the incident or event occurred by either clicking on the drop-down calendar icon, or by entering a date manually in m.d.yy, m-d-yy, or m/d/yy format (e.g., 1.7.08 or 1-7-08 or 1/7/08). Click-in-Blue (CiB) to commit the date if you entered it manually.

Date Record Opened

Enter the date you opened/created the record by either clicking on the drop-down calendar icon, or by entering a date manually in m.d.yy, m-d-yy, or m/d/yy format (e.g., 1.7.08 or 1-7-08 or 1/7/08). CiB to commit the date if you entered it manually.

Station

The station where the incident or event took place. Customize the drop-down menu in *Value Lists.* Enter N/A if in flight.

Reporting Source

Select the reporting source from the drop-down menu. Customize the menu in *Value Lists.*

Reported By:

Enter the name of the person who reported the incident, event or safety concern. Enter “Anonymous” if applicable.

Acknowledgement Sent to Originator

This is the date an *acknowledgement* of receipt is sent to the person who reported the event. Acknowledgements are often verbal, or do not apply (as in the case of an auditor or department manager who reports an audit finding or event to the Director of Safety). Acknowledgements are important for personnel in the field who report remotely, in order for them to know the report was received and is being acted upon. Enter the date by either clicking on the drop-down calendar icon, or by entering a date manually in m.d.yy, m-d-yr or m/d/yy format (e.g., 4.7.08, 4-7-08 or 4/7/08). CiB (Click-in-Blue) to commit the date if you entered it manually.

Note:
If the report was submitted anonymously, or if no acknowledgement is to be sent to the party who reported the event, select "No" or "N/A";

Reporting Source

Find the reporting source from the report and select from the from the drop-down menu. If the appropriate title or position is not present, make the new entry in the appropriate Value Lists column and it will then present on the drop-down menu for selection.

(Reported) via:

Select from the pop-up menu. Use the *Other…* selection for one-time entries. Customize the menu in *Value Lists.*

Equipment Involved

Fields within the *Equipment Involved* area may be used to record information for any type of equipment; for example, a vehicle's license plate number may be entered instead of "Tail # ". If ground equipment is involved, the make, model, serial number and perhaps asset number could be entered. ATA codes may or may not apply. Be sure to enter N/A for all fields that do not apply in order for reports to view and print properly.

Tail Number

The tail numbers of those aircraft involved in the incident or event. Enter one from either the *Value List* or use "Other..." to enter a one-time tail number; leave the field set to "N/A" if aircraft were not involved. Customize your value list with all of the tail numbers in your fleet.

Manufacturer

The manufacturer of the equipment. Enter one from either the *Value List,* using "Other...", or leave it as "N/A."

Model Number

The model number of the equipment. Enter one from either the *Value List,* using "Other...", or leave it as "N/A."

Equipment Type

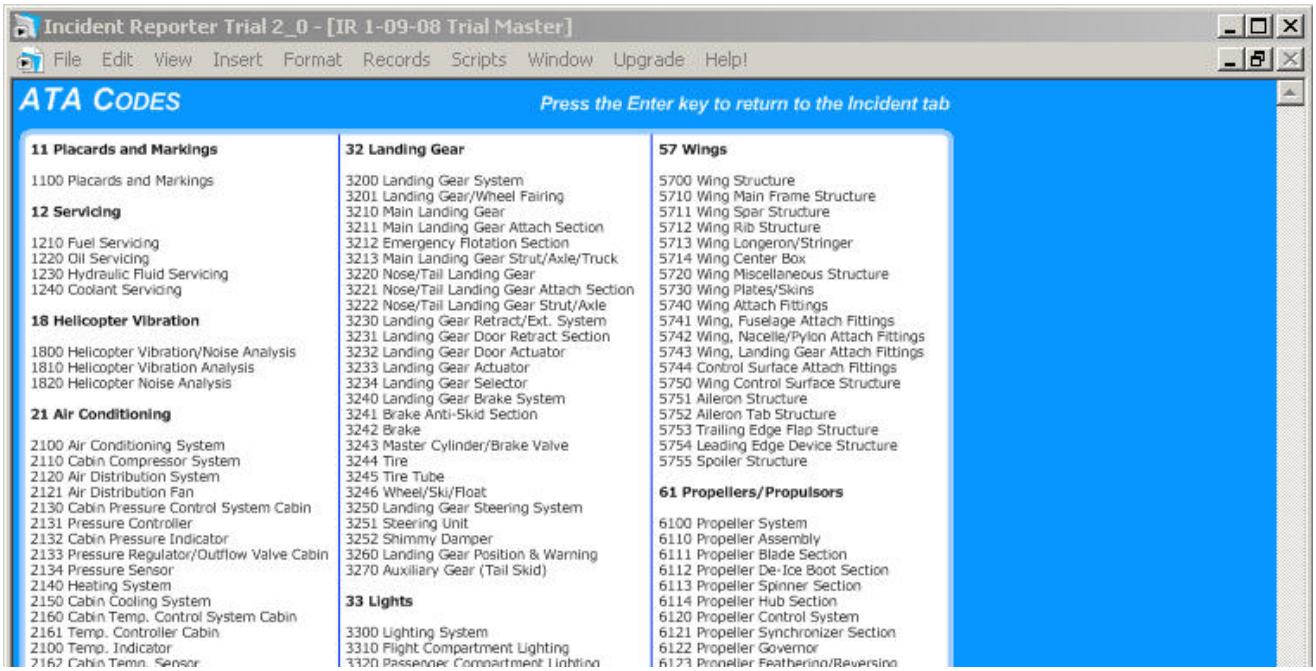
The type of equipment. Enter one from either the *Value List,* using “Other...”, or leave it as “N/A.”

Serial Number

Enter one from either the *Value List,* using “Other...”, or leave it as “N/A.”

ATA Codes

If the report involves an aircraft or aircraft component, you can define which system by using this field. (If you click on its label you’ll be whisked away to the screen below that will list all the available ATA numbers.) Either select (or enter) an ATA Code or leave it as “N/A.”


Incident Reporter Trial 2_0 - [IR 1-09-08 Trial Master]
File Edit View Insert Format Records Scripts Window Upgrade Help!
ATA CODES
Press the Enter key to return to the Incident tab
11 Placards and Markings
1100 Placards and Markings
12 Servicing
1210 Fuel Servicing
1220 Oil Servicing
1230 Hydraulic Fluid Servicing
1240 Coolant Servicing
18 Helicopter Vibration
1800 Helicopter Vibration/Noise Analysis
1810 Helicopter Vibration Analysis
1820 Helicopter Noise Analysis
21 Air Conditioning
2100 Air Conditioning System
2110 Cabin Compressor System
2120 Air Distribution System
2121 Air Distribution Fan
2130 Cabin Pressure Control System Cabin
2131 Pressure Controller
2132 Cabin Pressure Indicator
2133 Pressure Regulator/Outflow Valve Cabin
2134 Pressure Sensor
2140 Heating System
2150 Cabin Cooling System
2160 Cabin Temp. Control System Cabin
2161 Temp. Controller Cabin
2100 Temp. Indicator
32 Landing Gear
3200 Landing Gear System
3201 Landing Gear/Wheel Fairing
3210 Main Landing Gear
3211 Main Landing Gear Attach Section
3212 Emergency Flotation Section
3213 Main Landing Gear Strut/Axle/Truck
3220 Nose/Tail Landing Gear
3221 Nose/Tail Landing Gear Attach Section
3222 Nose/Tail Landing Gear Strut/Axle
3230 Landing Gear Retract/Ext. System
3231 Landing Gear Door Retract Section
3232 Landing Gear Door Actuator
3233 Landing Gear Actuator
3234 Landing Gear Selector
3240 Landing Gear Brake System
3241 Brake Anti-Skid Section
3242 Brake
3243 Master Cylinder/Brake Valve
3244 Tire
3245 Tire Tube
3246 Wheel/Ski/Float
3250 Landing Gear Steering System
3251 Steering Unit
3252 Shimmy Damper
3260 Landing Gear Position & Warning
3270 Auxiliary Gear (Tail Skid)
33 Lights
3300 Lighting System
3310 Flight Compartment Lighting
57 Wings
5700 Wing Structure
5710 Wing Main Frame Structure
5711 Wing Spar Structure
5712 Wing Rib Structure
5713 Wing Longeron/Stringer
5714 Wing Center Box
5720 Wing Miscellaneous Structure
5730 Wing Plates/Skins
5740 Wing Attach Fittings
5741 Wing, Fuselage Attach Fittings
5742 Wing, Nacelle/Pylon Attach Fittings
5743 Wing, Landing Gear Attach Fittings
5744 Control Surface Attach Fittings
5750 Wing Control Surface Structure
5751 Aileron Structure
5752 Aileron Tab Structure
5753 Trailing Edge Flap Structure
5754 Leading Edge Device Structure
5755 Spoiler Structure
61 Propellers/Propulsors
6100 Propeller System
6110 Propeller Assembly
6111 Propeller Blade Section
6112 Propeller De-Ice Boot Section
6113 Propeller Spinner Section
6114 Propeller Hub Section
6120 Propeller Control System
6121 Propeller Synchronizer Section
6122 Propeller Governor

Event or Hazard Summary

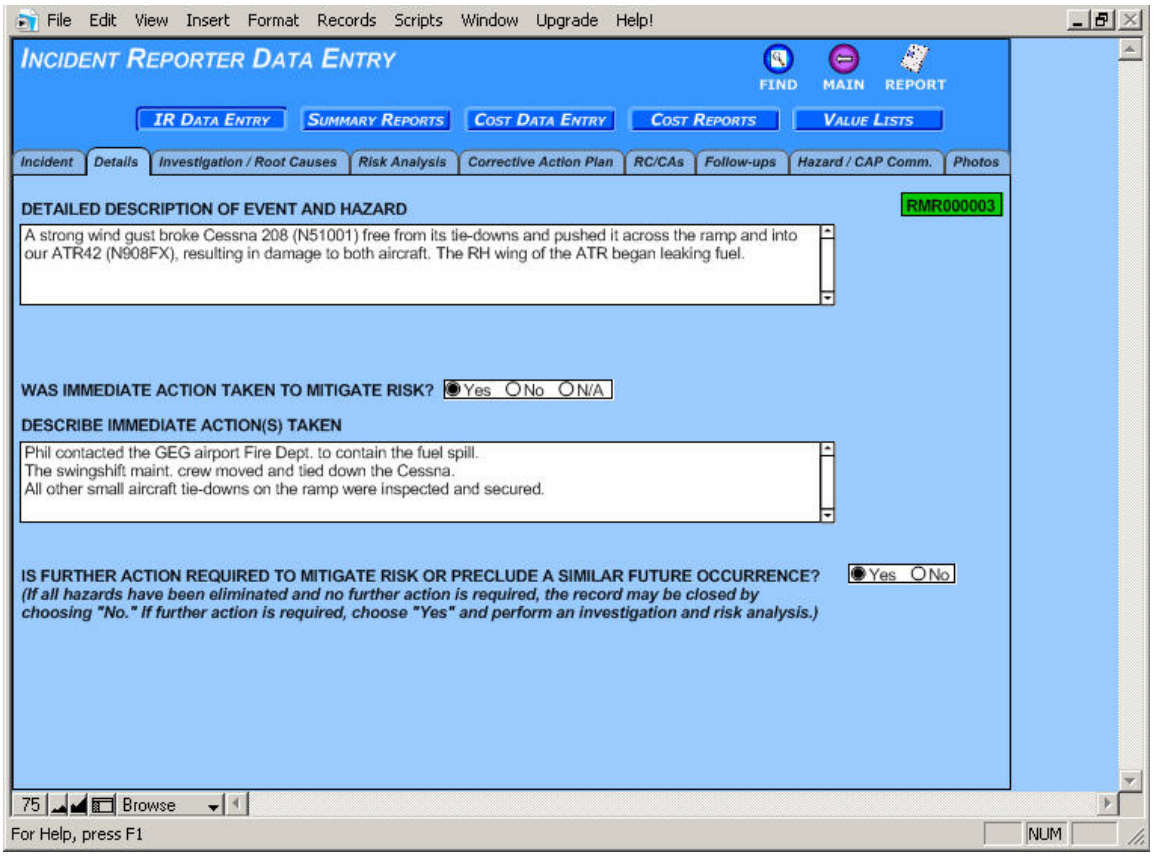
Enter a summary of the event, occurrence or other safety concern. This is only a summary statement. For a detailed account of the event and associated hazards, go to the *Details* tab. Remember not to add an extra line space or return after the last sentence in all text fields.

Details Tab

Detailed Description of Event and Hazard

Enter a detailed description of the event or incident, if desired.

Note:
Enter as much text as you want in the field, including a blank line between paragraphs.


File Edit View Insert Format Records Scripts Window Upgrade Help!
INCIDENT REPORTER DATA ENTRY
FIND
MAIN
REPORT
IR DATA ENTRY
SUMMARY REPORTS
COST DATA ENTRY
COST REPORTS
VALUE LISTS
Incident
Details
Investigation / Root Causes
Risk Analysis
Corrective Action Plan
RC/CAs
Follow-ups
Hazard / CAP Comm.
Photos
DETAILED DESCRIPTION OF EVENT AND HAZARD
RMR000003
A strong wind gust broke Cessna 208 (N51001) free from its tie-downs and pushed it across the ramp and into our ATR42 (N908FX), resulting in damage to both aircraft. The RH wing of the ATR began leaking fuel.
WAS IMMEDIATE ACTION TAKEN TO MITIGATE RISK? Yes No N/A
DESCRIBE IMMEDIATE ACTION(S) TAKEN
Phil contacted the GEG airport Fire Dept. to contain the fuel spill.
The swingshift maint. crew moved and tied down the Cessna.
All other small aircraft tie-downs on the ramp were inspected and secured.
IS FURTHER ACTION REQUIRED TO MITIGATE RISK OR PRECLUDE A SIMILAR FUTURE OCCURRENCE? Yes No
(If all hazards have been eliminated and no further action is required, the record may be closed by choosing "No." If further action is required, choose "Yes" and perform an investigation and risk analysis.)
75
Browse
For Help, press F1
NUM

Was Immediate Action Taken to Mitigate Risk?

Certain events, hazards or safety concerns may require immediate action to mitigate risk. Others may not due to the nature of the event. Record Yes, No or N/A.. If No or N/A is entered, use the following *Describe any Immediate Actions Taken* field to explain why immediate actions were unnecessary.

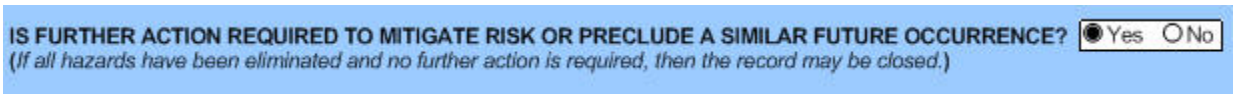
Describe any Immediate Actions Taken

Record all immediate actions taken. This could include actions such as removing oneself from duty, cessation of flight operations, evacuation of personnel, grounding of aircraft by the maintenance department, hazard communications, etc., and any other actions taken to mitigate risk, reduce hazards or prevent further injury to personnel.

Is Further Action Required to Mitigate Risk or Preclude a Similar Occurrence?

In some cases, an event's hazards may have been eliminated and no further action is required to mitigate risk or preclude a similar occurrence in the future. Enter *Yes* or *No.* If all hazards have been eliminated and no further action is required, investigation, risk analysis and corrective actions may not be necessary. In these cases, the Risk Management Record may be closed at this point. Return to the Incident Tab, enter a record closed date and close the Risk Management Record. The RMR number will then display in green, and the record will indicate CLOSED.

Note:
Closing a record requires administrator privileges; users without administrator privileges may enter data, but cannot close records.

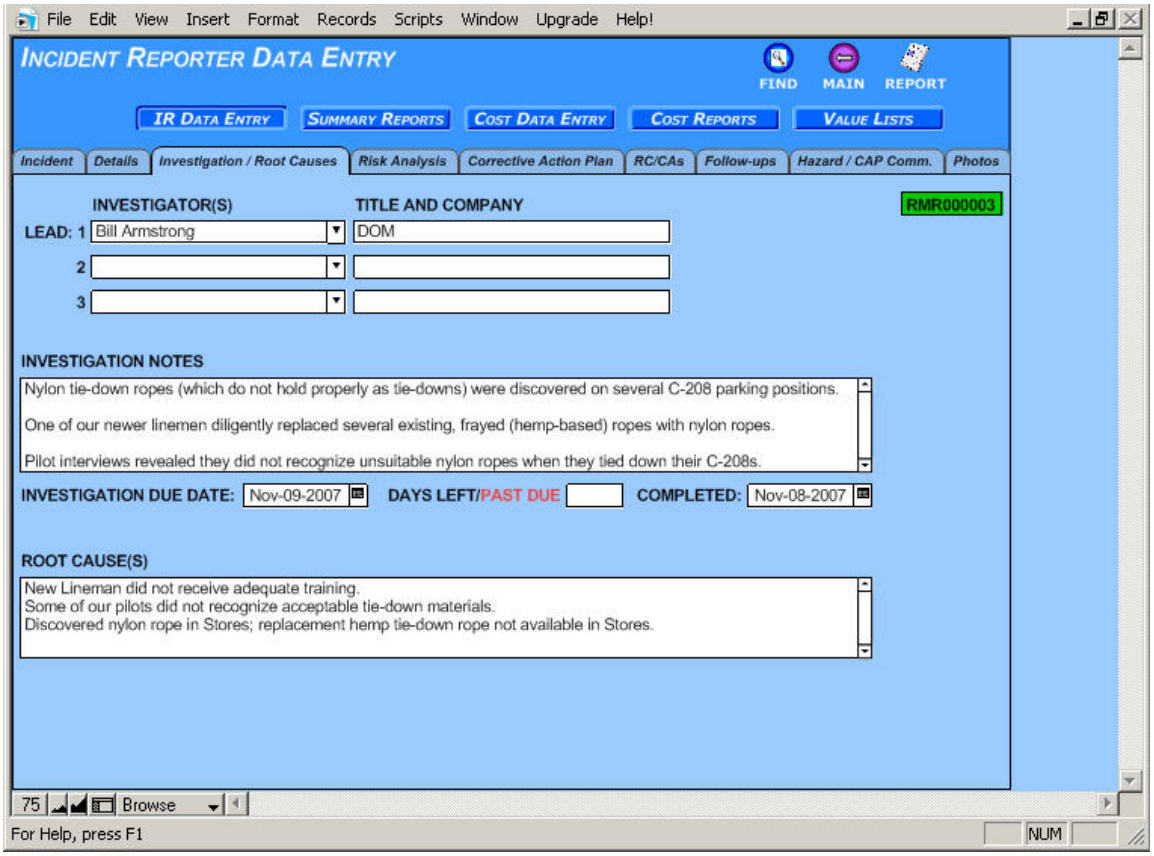

IS FURTHER ACTION REQUIRED TO MITIGATE RISK OR PRECLUDE A SIMILAR FUTURE OCCURRENCE?
Yes
No
(If all hazards have been eliminated and no further action is required, then the record may be closed.)

Note:
If further action is required (a "YES" answer in the above field), the RMR will NOT close without further entries being made. These include investigation completed date, risk assessment, Corrective Action Plan (CAP) development and acceptance, completion of the CAP, satisfactory follow-up audits and Hazard/CAP communications.

Investigation / Root Causes Tab

Investigator(s)

Enter the name of the lead investigator from the drop-down menu. Administrators may customize the choices under *Personnel Data Entry* in the *Admin. Switchboard.* Often, only one investigator is required, who is typically a department manager. Enter the names of more than one investigator for safety issues that involve several departments and/or a vendor / contractor. Titles and company names (for vendor personnel) automatically populate when a name is selected from the drop=down menu.



Investigation Notes

Investigators may enter their notes here about the incident, event, hazard or other safety concern. If more than one investigator is assigned to investigate an event, each investigator may enter their notes as separate paragraphs. Formal written Investigative Reports may also be attached to the record under the *Photos* tab.

Investigation Due Date

This is the due date by which the investigation into the event or hazard should be completed. In the *Days Left / Past Due* field to the right, Incident Reporter will calculate how many days left are remaining (black type) or how many days the investigation is past due (red type) from today's date.

Note:
When running a Summary Report, days with brackets ([ ]) around them denote days past due. This is because most reports are printed using black ink only, so a reader or reviewer would be unable to discern between a red or black number.

Investigation Completed

Enter the date the investigation was completed. Root causes may then be determined. Often, during development of root causes, additional information is required, and the investigation may be re-opened. In this case, add additional investigation notes and revise the Investigation Completed date.

Root Cause(s)

Incidents and other safety-related events often have one or more *root causes*. Proper identification of root causes will enable the development of a comprehensive and effective *Corrective Action Plan*, designed to prevent a similar future occurrence and enhance organizational safety. Click on the ROOT CAUSE(S) field name for just-in-time guidance regarding root causes.

IMPORTANT

Proper determination of root causes during the investigation of Incidents, accidents, "near-accidents", irregularities and other safety-related events requires that investigators be properly trained in investigative techniques and root cause analysis. This training should be documented in each investigator's training files.

Risk Analysis Tab

Risk Statement(s)

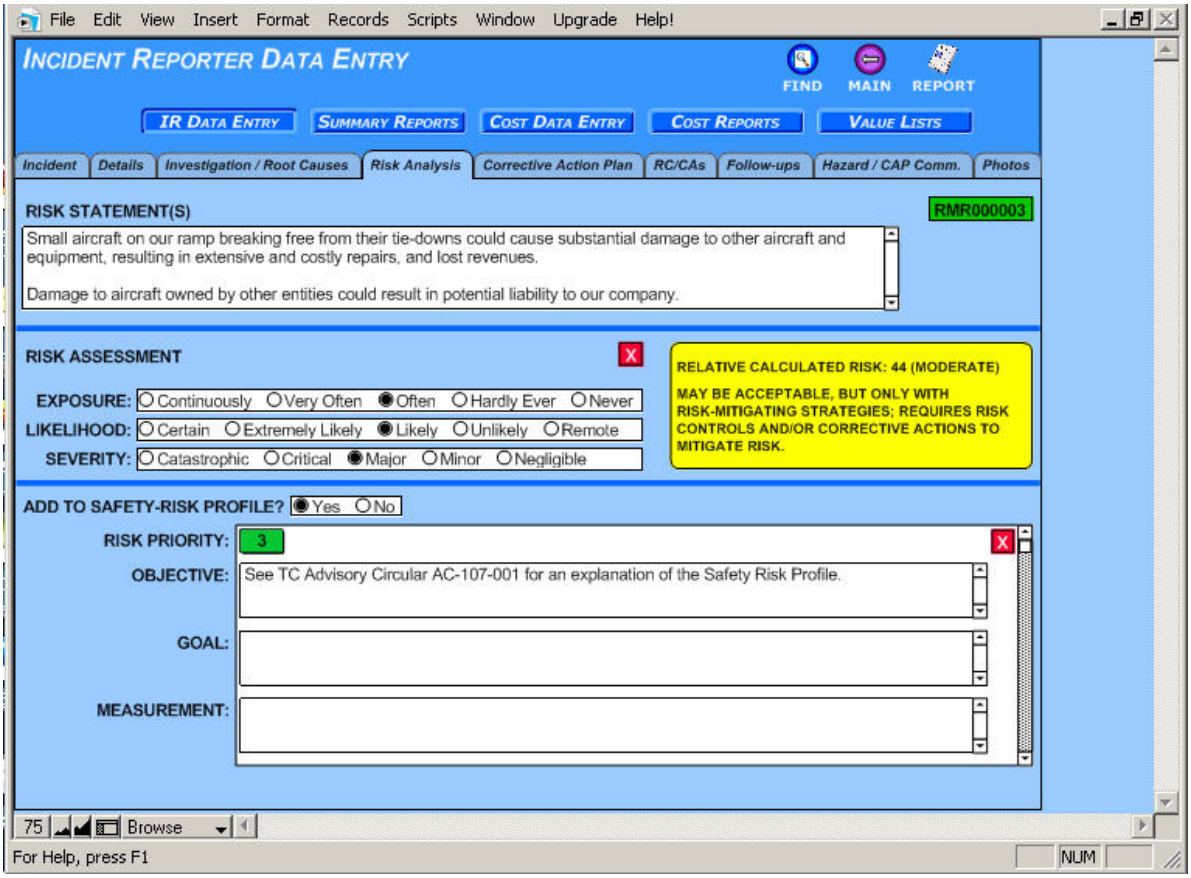
Enter one or more real or potential risks involved with the incident, event or hazard. Risk statements should describe worst-case scenarios; e.g., "what's the worst that could happen?" Enter as much text as desired in the field, including a blank line between paragraphs. Guidance as to how to develop risk statements and evaluate *contributing risk factors* is provided by clicking on the field name.

Risk Assessment

Risk assessment requires evaluation and determination of risk *Exposure, Likelihood,* and *Severity.* The red "**X**" box will clear your entries for all three fields. Your selections will determine a *Relative Calculated Risk* and indicate whether or not risk controls and/or corrective actions may be required to mitigate risk. For guidance on how Relative Calculated Risk is derived, click on the *Risk Assessment* field name. Definitions and criteria for *Exposure, Likelihood,* and *Severity* are also provided.

Risk mitigating strategies should be developed whenever relative calculated risk is determined to be MODERATE or HIGH.

Red HIGH	**High Risk – Unacceptable; REQUIRES HAZARD ELIMINATION or IMMEDIATE ACTION. If hazard cannot be eliminated, requires prompt risk controls and/or corrective actions to mitigate risk.**
Yellow MODERATE	**Moderate Risk – May be acceptable with risk-mitigating strategies; requires risk controls and/or corrective actions to mitigate risk.**
Green LOW	**Low Risk – May be acceptable without further action**


File Edit View Insert Format Records Scripts Window Upgrade Help!
INCIDENT REPORTER DATA ENTRY
FIND
MAIN
REPORT
IR DATA ENTRY
SUMMARY REPORTS
COST DATA ENTRY
COST REPORTS
VALUE LISTS
Incident
Details
Investigation / Root Causes
Risk Analysis
Corrective Action Plan
RC/CAs
Follow-ups
Hazard / CAP Comm.
Photos
RISK STATEMENT(S)
RMR000003
Small aircraft on our ramp breaking free from their tie-downs could cause substantial damage to other aircraft and equipment, resulting in extensive and costly repairs, and lost revenues.
Damage to aircraft owned by other entities could result in potential liability to our company.
RISK ASSESSMENT
EXPOSURE: Continuously Very Often Often Hardly Ever Never
LIKELIHOOD: Certain Extremely Likely Likely Unlikely Remote
SEVERITY: Catastrophic Critical Major Minor Negligible
RELATIVE CALCULATED RISK: 44 (MODERATE)
MAY BE ACCEPTABLE, BUT ONLY WITH RISK-MITIGATING STRATEGIES; REQUIRES RISK CONTROLS AND/OR CORRECTIVE ACTIONS TO MITIGATE RISK.
ADD TO SAFETY-RISK PROFILE? Yes No
RISK PRIORITY: 3
OBJECTIVE: See TC Advisory Circular AC-107-001 for an explanation of the Safety Risk Profile.
GOAL:
MEASUREMENT:
75
Browse
For Help, press F1
NUM

Safety-Risk Profile

The Safety-Risk Profile is also known as a *Significant Safety Issue List* (SIL). Here the user determines if the risk being assessed should be added to the organization's top 10 – 12 safety risks which pose potential moderate or high risk and which require the most attention to ensure safety. Each Safety-Risk Element may be prioritized in categories one (1), two (2), or three (3), with one (1) being the highest. Each Safety-Risk Element should be tied to the organization's objectives and goals. Click on the *Add to Safety-Risk Profile* field name for field name for just-in-time guidance.

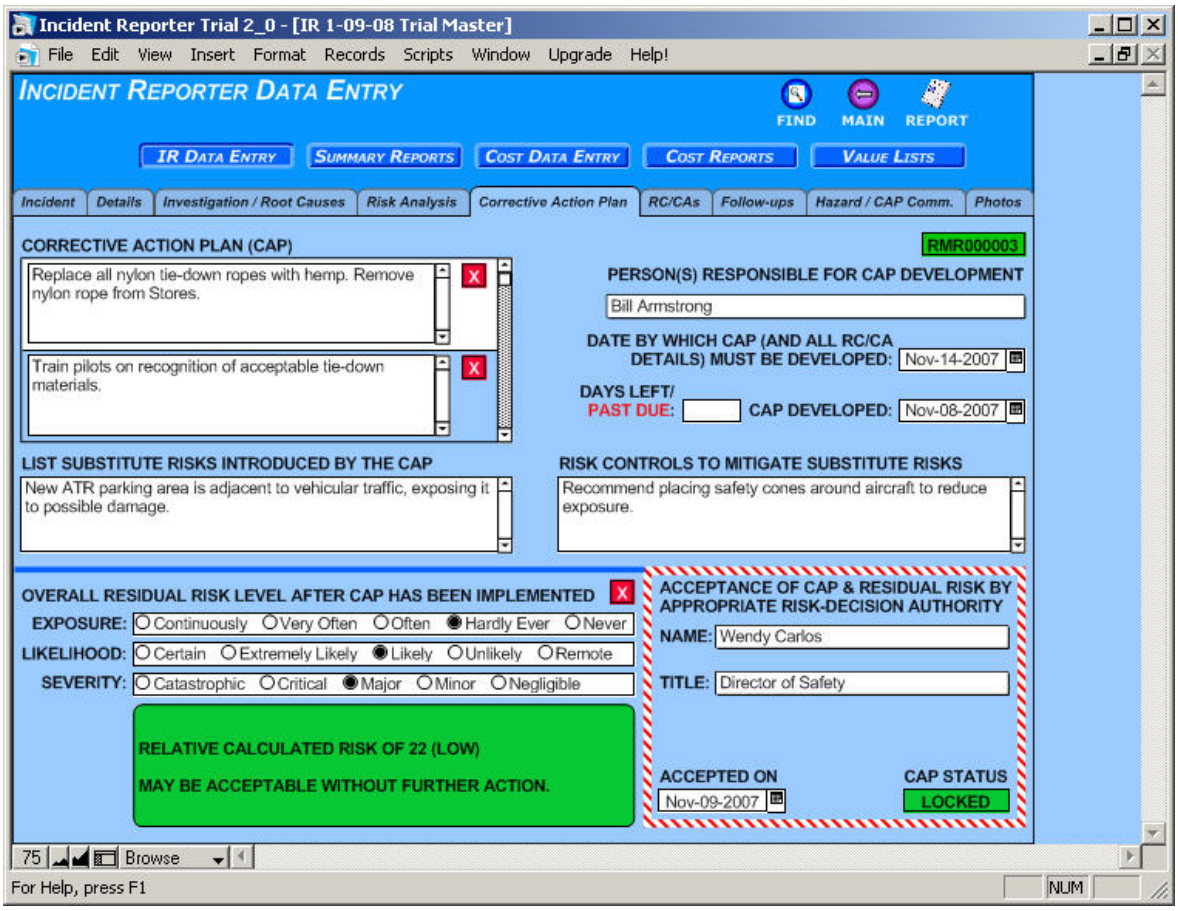
Note:
A safety-risk Profile report may be run under the Summary Reports Switchboard.

Corrective Action Plan Tab

Corrective Action Plan (CAP)

A Corrective Action Plan consists of Risk Controls (RCs) and/or Corrective Actions (CAs) designed to target root causes. A CAP may be developed by one person, such as a department head, to address a safety concern within the department. For incidents or events whose investigations reveal root causes and require risk mitigation strategies among several departments, Corrective Action Plans may be multi-faceted, with several department managers or supervisors each developing RCs and CAs to address the root causes revealed within their respective departments.

Here, brief statements that describe each risk control or corrective action are entered into separate fields. These statements may be embellished upon if necessary, and details added to accompany each statement, on the following *RCCAs Tab*.


Incident Reporter Trial 2_0 - [IR 1-09-08 Trial Master]
File Edit View Insert Format Records Scripts Window Upgrade Help!
INCIDENT REPORTER DATA ENTRY
FIND
MAIN
REPORT
IR DATA ENTRY
SUMMARY REPORTS
COST DATA ENTRY
COST REPORTS
VALUE LISTS
Incident
Details
Investigation / Root Causes
Risk Analysis
Corrective Action Plan
RC/CAs
Follow-ups
Hazard / CAP Comm.
Photos
CORRECTIVE ACTION PLAN (CAP)
RMR000003
Replace all nylon tie-down ropes with hemp. Remove nylon rope from Stores.
Train pilots on recognition of acceptable tie-down materials.
PERSON(S) RESPONSIBLE FOR CAP DEVELOPMENT
Bill Armstrong
DATE BY WHICH CAP (AND ALL RC/CA DETAILS) MUST BE DEVELOPED:
Nov-14-2007
DAYS LEFT/ PAST DUE:
CAP DEVELOPED:
Nov-08-2007
LIST SUBSTITUTE RISKS INTRODUCED BY THE CAP
New ATR parking area is adjacent to vehicular traffic, exposing it to possible damage.
RISK CONTROLS TO MITIGATE SUBSTITUTE RISKS
Recommend placing safety cones around aircraft to reduce exposure.
OVERALL RESIDUAL RISK LEVEL AFTER CAP HAS BEEN IMPLEMENTED
EXPOSURE: Continuously Very Often Often Hardly Ever Never
LIKELIHOOD: Certain Extremely Likely Likely Unlikely Remote
SEVERITY: Catastrophic Critical Major Minor Negligible
RELATIVE CALCULATED RISK OF 22 (LOW)
MAY BE ACCEPTABLE WITHOUT FURTHER ACTION.
ACCEPTANCE OF CAP & RESIDUAL RISK BY APPROPRIATE RISK-DECISION AUTHORITY
NAME: Wendy Carlos
TITLE: Director of Safety
ACCEPTED ON
Nov-09-2007
CAP STATUS
LOCKED
75
Browse
For Help, press F1
NUM

Note:
You may enter as many RCs and CAs as you wish in the Corrective Action Plan (CAP) fields. Each RC and CA entered will automatically be restated on the RC/CAs Tab for action by individual managers, and mirrored on the Follow-ups Tab for monitoring and follow-up audits on each control or action.

Persons Responsible for CAP Development

Enter the name of the person or persons who are responsible for developing the individual Risk Controls (RCs) and/or Corrective Actions (CAs) that comprise the CAP (These are typically department managers who are responsible for the processes within their respective departments).

Date by Which All RC/CAs Must Be Developed

Deadline for CAP development. The CAP is not complete if one or more persons responsible for CAP development have not completed developing their respective individual RCs and/or CAs.

Days Left / Past Due

In the *Days Left / Past Due* field, Incident Reporter calculates how many days left are remaining (black type) or how many days CAP development is past due (red type) from today's date.

Note:
In Summary Reports, days shown with brackets ([ ]) indicate the number of days CAP development is overdue.

List Substitute Risks Introduced by the CAP

An effective CAP requires evaluation of proposed controls and actions to ensure they are not only effective, but that they do not introduce new hazards into a system. New hazards introduced as a result of risk controls or corrective actions are referred to as *substitute risks,* and may result in a situation where "the cure is worse than the disease." Only those substitute risks identified that will require risk mitigation (Moderate or High risk level) need be documented.

Risk Controls to Mitigate Substitute Risks

If any substitute risks are identified with moderate or high risk levels, further risk controls or corrective actions must be developed and added to the CAP to address those risks. Record risk controls to mitigate substitute risk in the field provided. Add these risk controls to existing controls and actions in a new CAP field; they will automatically be duplicated in the tabs following.

Overall Residual Risk Level After This CAP Has Been Implemented

Effective control measures reduce or eliminate one of the three components of risk: (exposure, likelihood or severity). Assess and record what the overall level of residual risk is expected to be after the proposed CAP has been implemented. Risk levels should be reduced to an acceptable level.

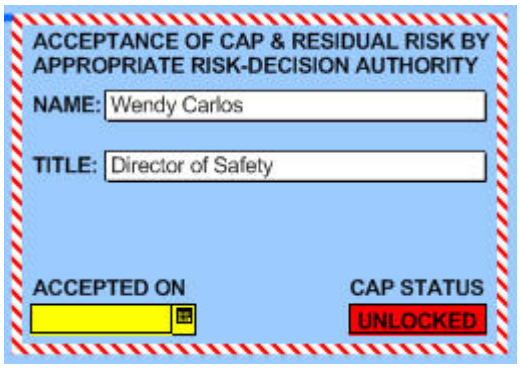
Acceptance of CAP and Residual Risk by Appropriate Risk-Decision Authority

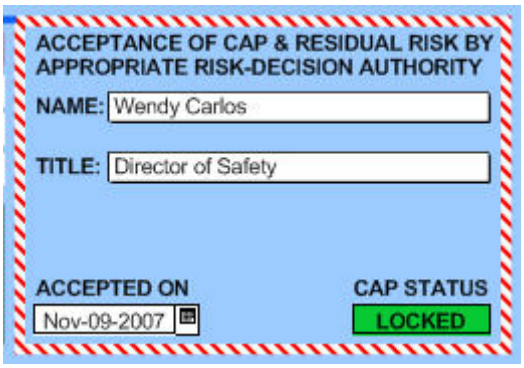
If the CAP and level of residual risk are acceptable, the appropriate *Risk-Decision Authority's* name and title (supervisor, manager, Director of Safety or member of senior management) are entered along with the date the CAP was accepted.

NOTE:
Department managers may accept internally developed CAPs & Residual Risk for processes they "own", and for which they are responsible.

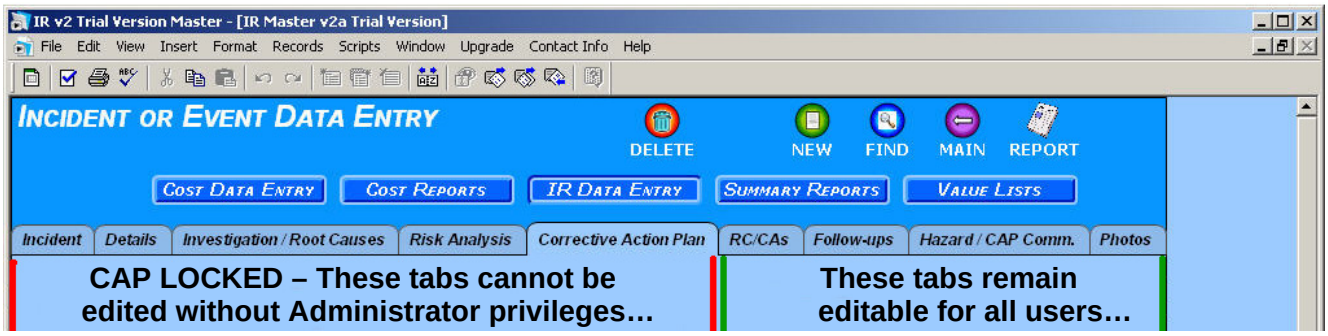
CAP Lock

In the lower right-hand corner of the *Corrective Action Plan* tab, persons with Administrator privileges may lock the Corrective Action Plan after the CAP and associated residual risk have been accepted.





CAP LOCK serves as a control to prevent editing of all data entered from initial opening of the record, up to and including the CAP acceptance. This includes all data recorded on the *Incident Tab, Details Tab, Investigation / Root Causes Tab,* the *Risk Analysis Tab* and the *Corrective Action Plan Tab.*



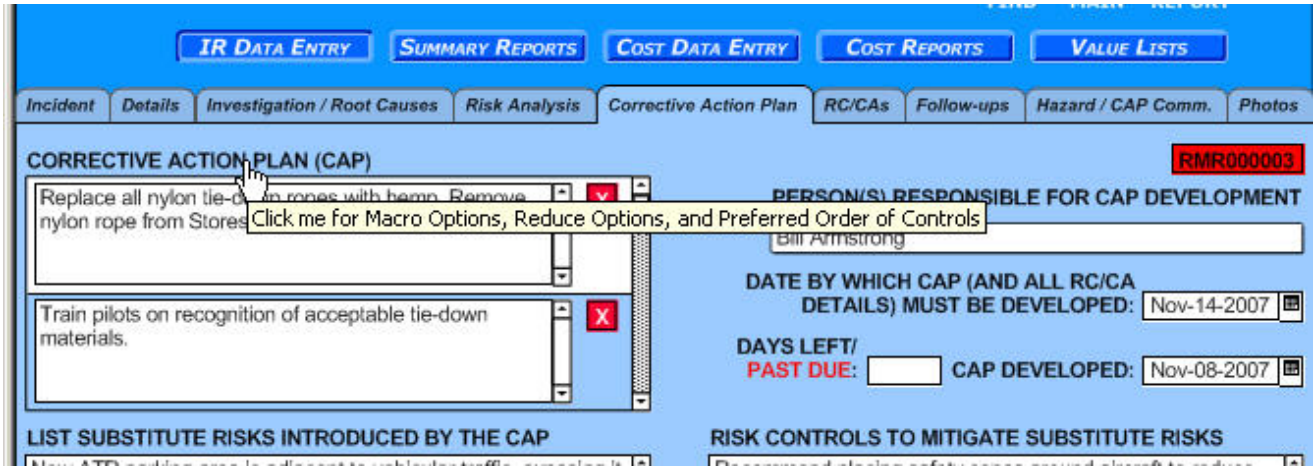
CAP LOCK will NOT prevent users from entering and changing data on the *RC/CAs Tab*, the *Follow-ups Tab*, the *Hazard / CAP Comm. Tab* and the *Photos Tab.* Data entry procedures for these tabs are explained in the following paragraphs.

All users may continue to enter data regarding CAP implementation, CAP monitoring and follow-up audits, Hazard/CAP communications, and photos / reference documents.

CAP LOCK affects only the IR Data Entry portion of Incident Reporter. All other program functions are unaffected.

Just-In Time Guidance

To ensure the quality of various risk management processes, just-in-time guidance in the form of *reference tutorials* are accessed via Tooltips. From the *Corrective Action Plan Tab*, hold your cursor over the Corrective Action Plan (CAP) text field name; a tooltip appears as shown below:



Clicking on the tooltip takes the user to the *Corrective Action Plan Options and Controls* tutorial where written guidance is contained to assist users in their analysis of risk control measures. Further reference tutorials are accessible via Tooltips to assist users with:

- Determination of root causes;
- Development of risk statements;
- Risk Assessment Definitions and Equations
- The Safety-Risk Profile
- Analyzing risk control measures;
- Use of macro options, reduce options and a preferred order of controls;
- Assessment of substitute risk; and
- Acceptance of residual risk by the appropriate risk-decision authority.

When viewing any reference tutorial, click on the *Return to Data Entry* button to return to the previous screen.

RC/CAs Tab

Under this tab, individual Risk Controls and Corrective Actions (RC/CAs) which comprise the CAP are broken out of the CAP and populate separate fields.

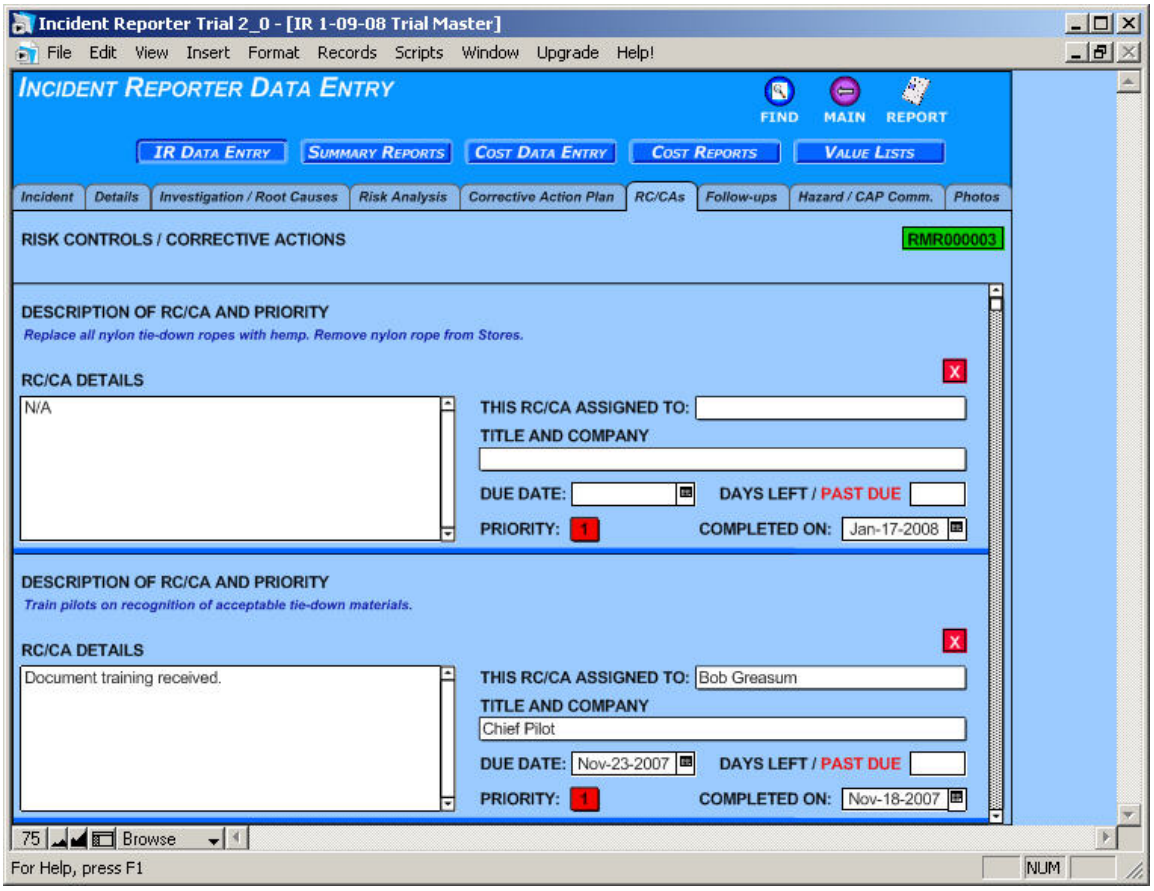
RC/CA Details

Administrators or users may embellish upon each CAP statement and further define it by describing in greater detail, the *Who, What, When, Where,* and *How* of each risk control or corrective action.

Priority

Assign a priority level to each individual RC or CA in accordance with the *Preferred Order of Controls.* Use the associated *tooltip* to go there. Priority 1 RC/CAs (highest) are displayed in red; priority 2 in yellow; and priority 3 in green.

As RCs and CAs are assigned a priority level, Incident Reporter automatically arranges them in order, from the highest priority to the lowest. This information is "mirrored" in the *Follow-ups Tab*, and allows the user to see each CAP statement when entering audit descriptions.



This RC/CA Assigned To

Enter the name of the person responsible for implementing each individual RC or CA. For vendors, this should be the vendor Point-of-contact (POC).

Title and Company

These fields should auto-populate if the person monitoring is entered in Personnel Data Entry under the Admin Switchboard. C*ompany name* is used for contractor or vendor personnel.

Due Date & Days Left / Past Due

Deadline for implementation of the individual RC/CA. In the *Days Left / Past Due* field, Incident Reporter calculates how many days left are remaining (black type) or how many days RC/CA implementation is past due (red type) from today's date.

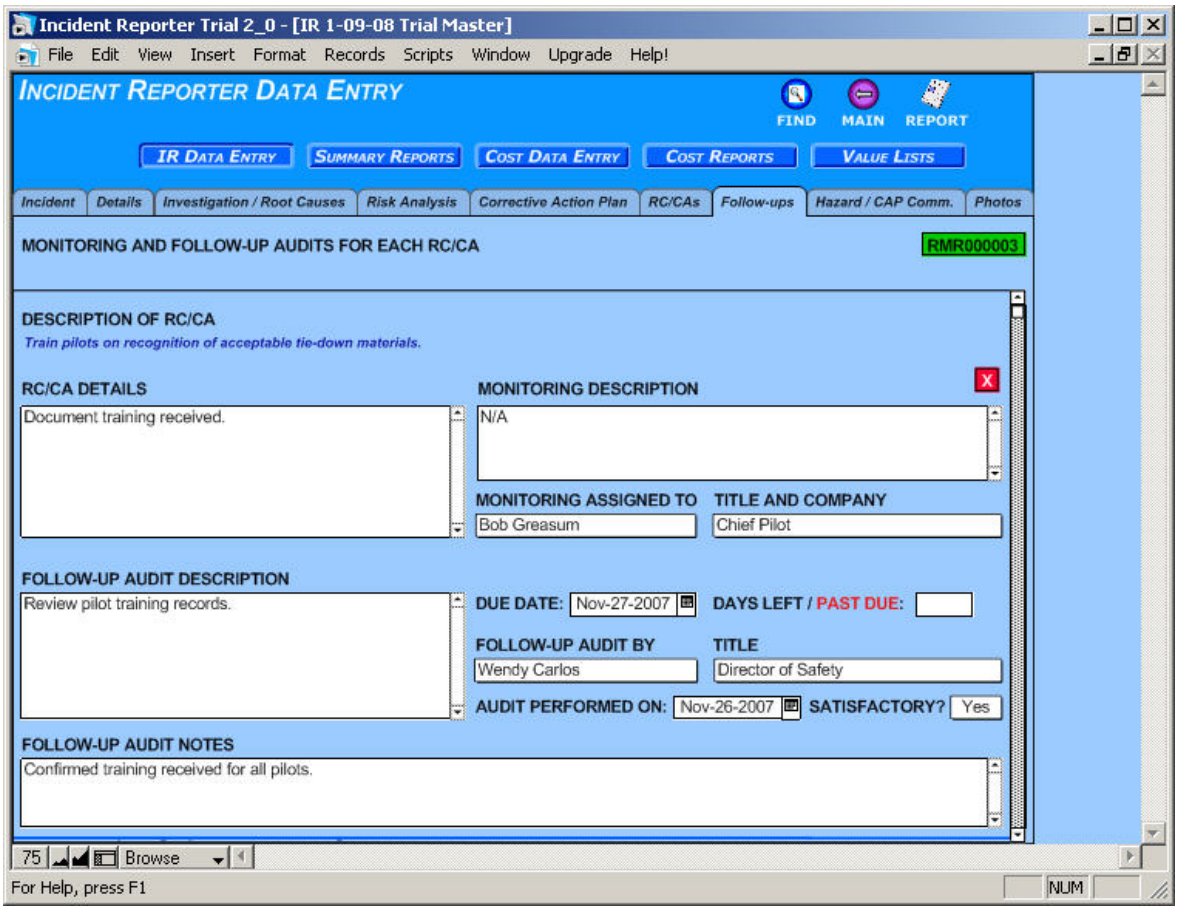
Note:
In Summary Reports, days shown with brackets ([ ]) indicate the number of days RC/CA implementation is overdue.

Completed On

Users record the date of completion for each individual RC or CA.

Follow-ups Tab

Data from individual RC/CAs is “mirrored” here into separate fields, in order to track and document initial monitoring of each risk control or corrective action, and for recording the date and results of a follow-up audit to ensure the RC/CA was effective.



Description of RC/CA

Mirrored CAP statement from the RC/CAs Tab, in order of priority. These statements are not editable when the CAP is locked.

RC/CA Details

Mirrored RC/CA details from the RC/CAs Tab. Details remain editable by users until the RMR is closed.

Monitoring Description

State what events, activities or records will be monitored, and how often or at what other interval. Risk controls may or may not require monitoring. Corrective actions often do not. Enter N/A if monitoring is not applicable.

Monitoring By

Enter the name of the person responsible for monitoring.

Title and Company

These fields should auto-populate if the person monitoring is entered in Personnel Data Entry under the Admin Switchboard. C*ompany name* is used for contractor or vendor personnel.

Follow-up Audit Description

Describe what the follow-up audit will entail, who will be involved, etc. Consider priority, availability of personnel, records and equipment when developing the follow-up audit description.

Follow-up Audit By and Title

Enter the name of the person responsible for performing the follow-up audit. Enter the responsible person's title. Follow-up audits are typically performed by a knowledgeable department manager or his/her delegate (for RC/CAs implemented by contractors of vendors) and the Director of Safety or his/her delegate (for RC/CAs implemented by various departments). Unlike monitoring, which may sometimes be performed by a vendor (if the RC/CA pertains to a vendor), follow-up audits should be performed by someone who is not directly associated with the RC/CA.

Due Date & Days Left / Past Due

Deadline for completion of the follow-up audit. In the *Days Left / Past Due* field, Incident Reporter calculates how many days left are remaining (black type) or how many days the follow-up audit is past due (red type) from today's date.

Note:
In Summary Reports, days shown with brackets ([ ]) indicate the number of days the follow-up audit is overdue.

Audit Performed On:

Enter the date on which the audit was completed.

Satisfactory?

Record follow-up audit results; (YES or NO)

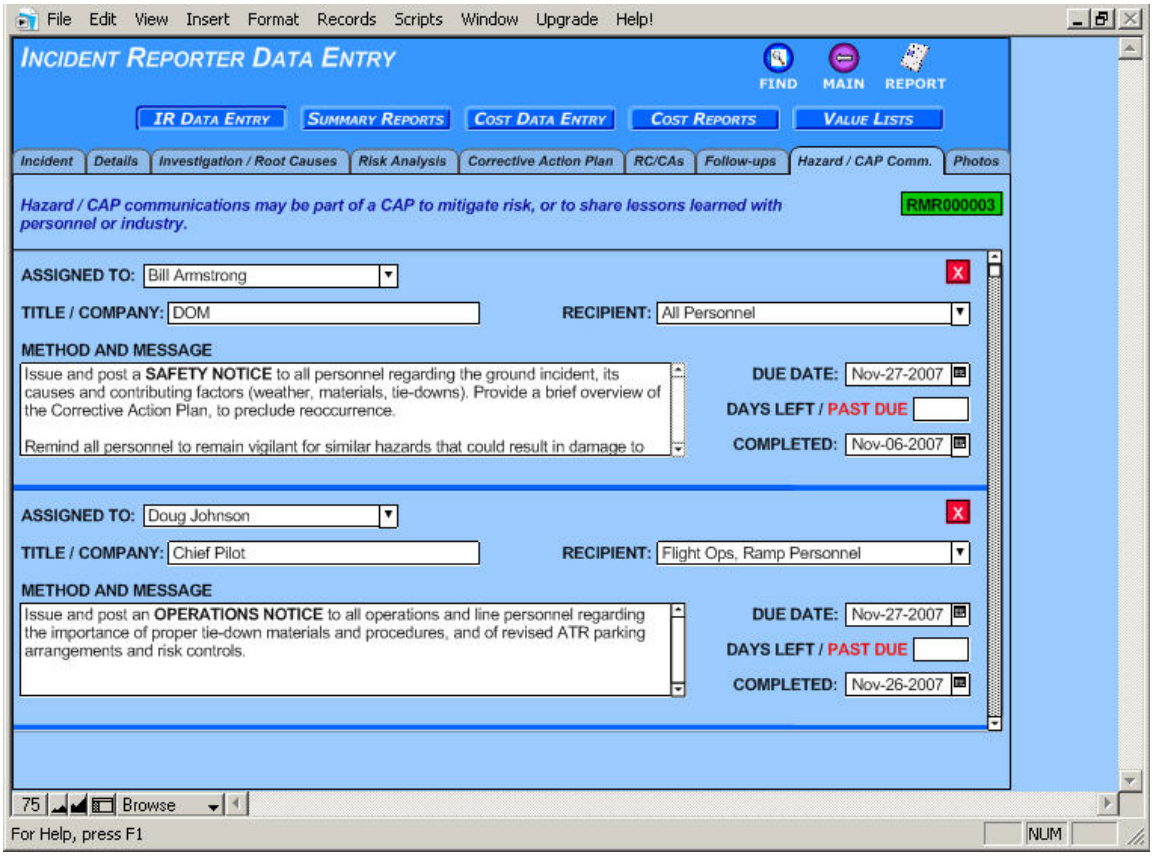
Follow-up Audit Notes

Self-explanatory. Enter notes as desired.

Note:
If the follow-up audit produces unsatisfactory results, it may be necessary to develop and implement further risk controls or corrective actions. In this case, an administrator must first OPEN the record and UNLOCK the CAP. Enter additional CAP statement(s), re-lock the CAP and enter responsibilities on the RC/CAs and Follow-ups Tabs. A further satisfactory follow-up audit will be required to close the record.

Hazard / CAP Comm. Tab

Hazard / CAP communications are an essential component of effective risk management. They may be part of a Corrective Action Plan (CAP) to mitigate risk, or their purpose may be to share hazards, risk mitigation strategies and lessons learned with personnel and other organizations. These organizations may include vendors, manufacturers, regulatory agencies, other operators and safety organizations.


File Edit View Insert Format Records Scripts Window Upgrade Help!
INCIDENT REPORTER DATA ENTRY
FIND
MAIN
REPORT
IR DATA ENTRY
SUMMARY REPORTS
COST DATA ENTRY
COST REPORTS
VALUE LISTS
Incident
Details
Investigation / Root Causes
Risk Analysis
Corrective Action Plan
RC/CAs
Follow-ups
Hazard / CAP Comm.
Photos
Hazard / CAP communications may be part of a CAP to mitigate risk, or to share lessons learned with personnel or industry.
RMR000003
ASSIGNED TO: Bill Armstrong
TITLE / COMPANY: DOM
RECIPIENT: All Personnel
METHOD AND MESSAGE
Issue and post a SAFETY NOTICE to all personnel regarding the ground incident, its causes and contributing factors (weather, materials, tie-downs). Provide a brief overview of the Corrective Action Plan, to preclude reoccurrence.
Remind all personnel to remain vigilant for similar hazards that could result in damage to
DUE DATE: Nov-27-2007
DAYS LEFT / PAST DUE
COMPLETED: Nov-06-2007
ASSIGNED TO: Doug Johnson
TITLE / COMPANY: Chief Pilot
RECIPIENT: Flight Ops, Ramp Personnel
METHOD AND MESSAGE
Issue and post an OPERATIONS NOTICE to all operations and line personnel regarding the importance of proper tie-down materials and procedures, and of revised ATR parking arrangements and risk controls.
DUE DATE: Nov-27-2007
DAYS LEFT / PAST DUE
COMPLETED: Nov-26-2007
75
Browse
For Help, press F1
NUM

Assigned To:

Enter the name of the person to whom the responsibility for effecting a specific communication has been assigned.

Title and Company

These fields should auto-populate if the person monitoring is entered in Personnel Data Entry under the Admin Switchboard. C*ompany name* is used for contractor or vendor personnel.

Recipient

Enter the recipient(s) of the message.

Method and Message

Describe the communication method and the message to be sent. This could be a Safety Notice, MISR, ASRS Report, Voluntary Disclosure or SUP Report. Announcements, newsletters, email messages, bulletin boards and information on the company website are also methods of communication that could be used to impart safety information.

Due Date & Days Left / Past Due

Deadline for effecting the communication. In the *Days Left / Past Due* field, Incident Reporter calculates how many days left are remaining (black type) or how many days the Hazard / CAP Communication is past due (red type) from today's date.

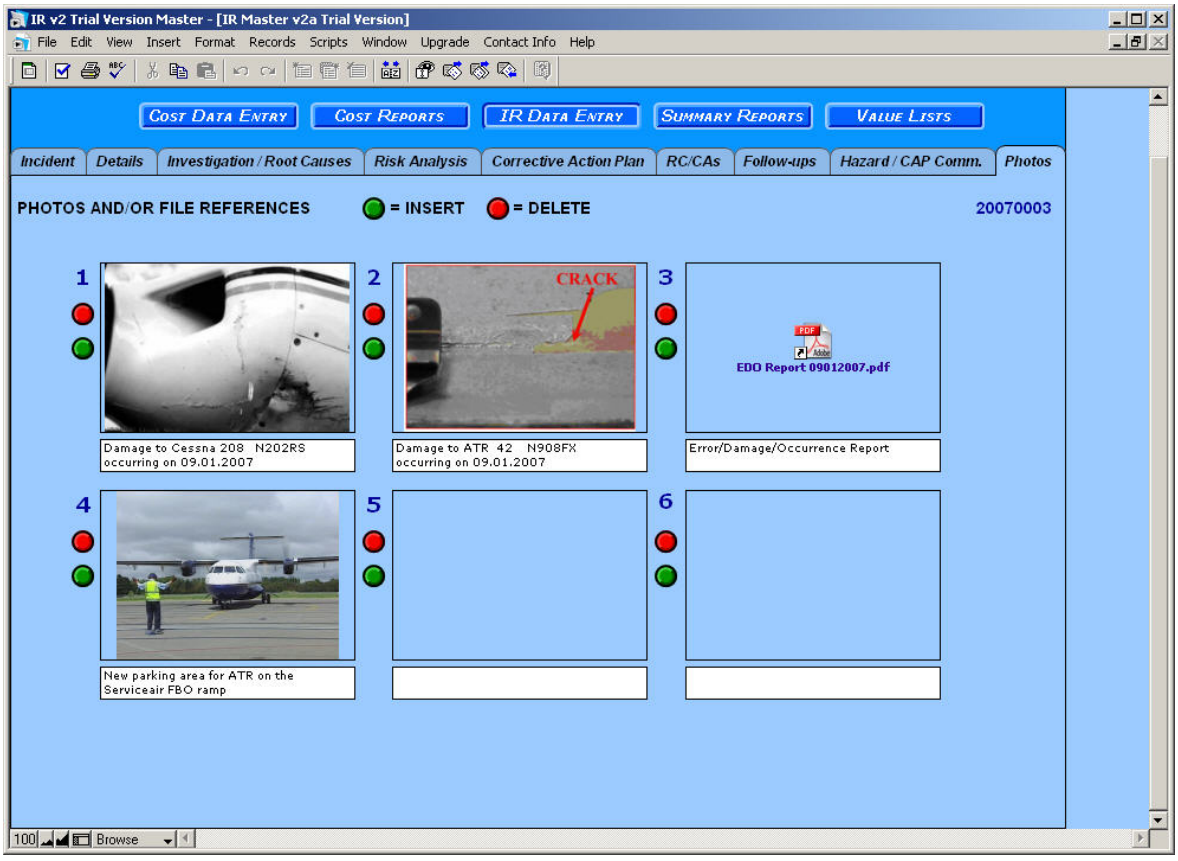
Note:
In Summary Reports, days shown with brackets ([ ]) indicate the number of days the Hazard/CAP communication is overdue.

Completed

Enter the date the Hazard / CAP Communication was effected.

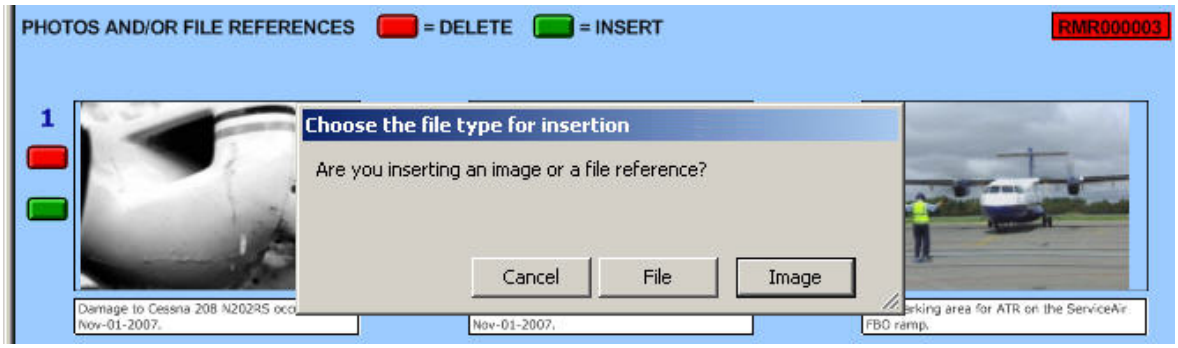
Photos Tab

Here's where you have the option of including photos and/or file references with a Risk Management Record. Insert all photos and files in consecutive (1 2 3 4) order. Copy or move your photos into the *IR Photos* folder that accompanies the Incident Reporter folder; copy or move any reference or source documents into the *IR Documents* folder that also comes with Incident Reporter. These *IR Photos* and *IR Documents* folders should be in your computer's *Program Files*, unless you directed the installation wizard to install Incident Reporter somewhere else in your computer's file directory.

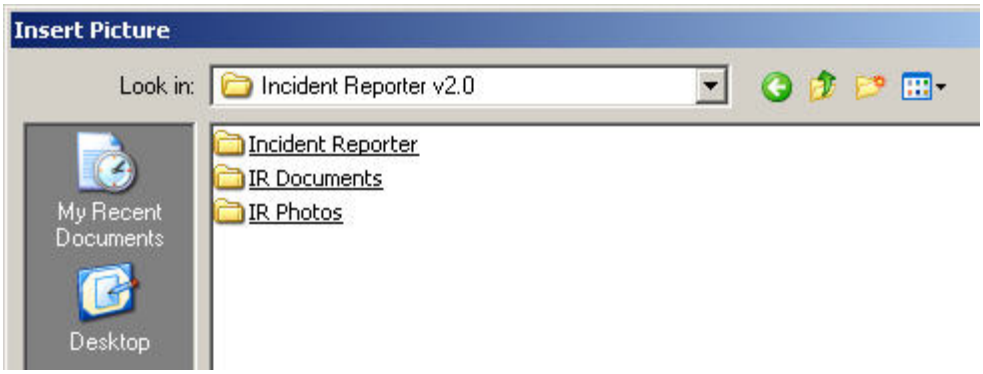


Inserting a Photo or Reference Document

Click on a green *Insert* command button adjacent to the frame in which you want a photo or file reference inserted. The following windoid will appear:



Select *File* or *Image*, and navigate to the appropriate *IR Photos* or *IR Documents* folder. Select the appropriate folder to retrieve the desired pictures or documents.



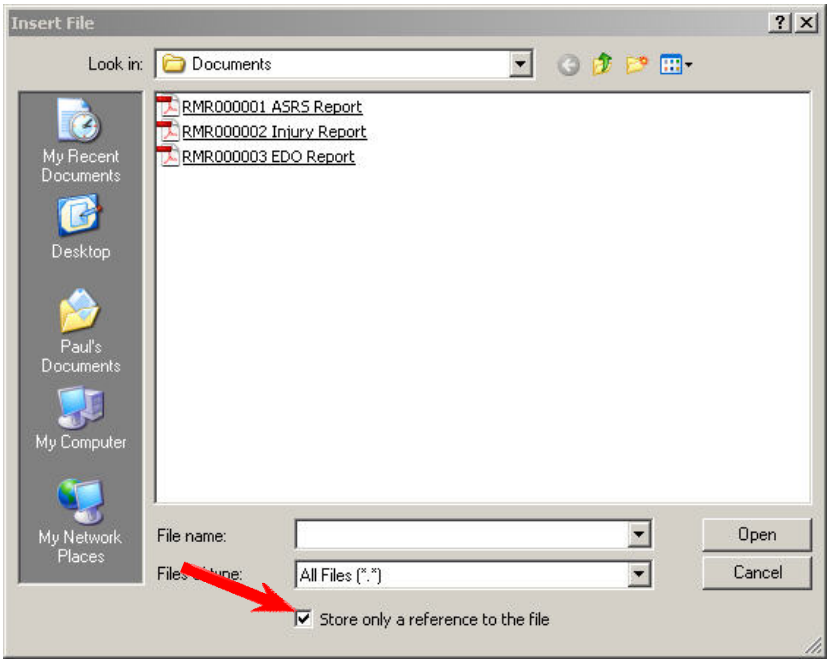
Locate the desired picture in the Photos folder, then double-click then double-click on its icon. The picture will appear on screen, indicating that it has been inserted.

CiB (Click-in-Blue) to commit the image into the record. You then have the option of including a caption for the photo by typing into the white text field beneath the associated frame. You may enter three lines' worth of text as a caption to each photo or document.

As a suggestion, before inserting a picture into a record, rename it to include the Risk Management Record (RMR) number and assigned frame on the Photos tab. For example, if the record number is RMR000003 and you want to insert a picture into frame 1, include RMR000003-1 in the filename; if it's to go into frame 2, RMR000003-2, etc. This way you'll always know which picture(s) belong to a record. This also applies to reference files.

IMPORTANT

When inserting a picture or file reference, you will be prompted to check a box at the bottom of the *Insert Picture* or *Insert File* windoid.



Pictures may be inserted (embedded as part of the specific RMR within the IR Program) or stored as a reference. Documents, however, MUST be stored as a reference to the file; otherwise, they will not open when you click on them.

Incident Reporter™ has this box checked by default. If you choose to uncheck the box and embed pictures within each Risk Management Record, RMR files will grow large over time, and depending on the number of pictures you insert and their file sizes, IR may become sluggish and slow to respond to data entry commands. It is therefore STRONGLY RECOMMENDED that you leave the box checked and have all pictures and documents stored only as a reference to the file.

Types of Reference or Source Documents

Users may want to associate various types of reference files and source documents with their Risk Management Records. Examples of reference files that may be stored as file references include:

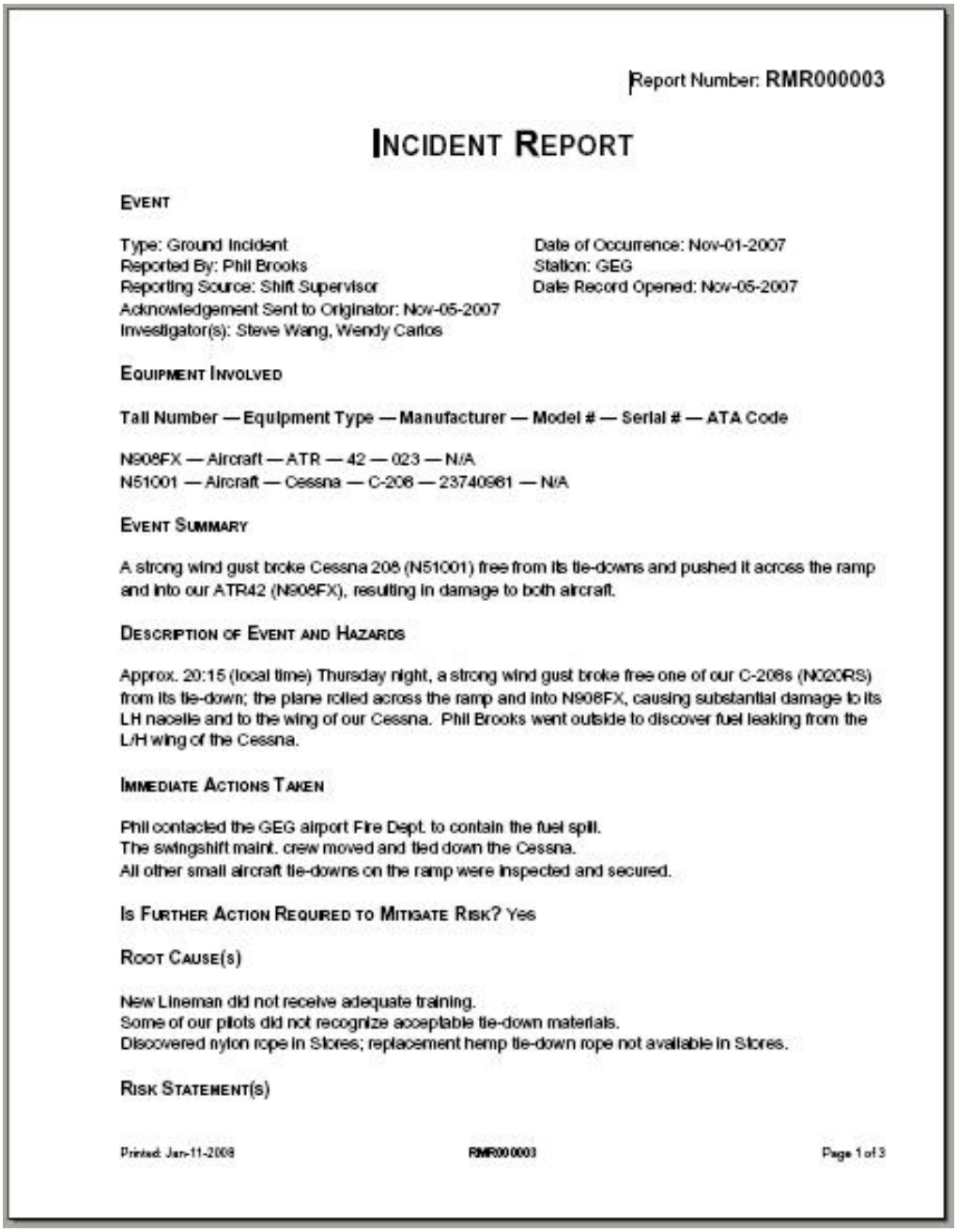
- Original source documents such as reporting forms;
- OSHA / OHSA reports;
- Audit Finding Reports;
- NASA ASRS reporting forms;
- Voluntary Disclosures;
- Mechanical Reliability / Mechanical Interruption Summary reports;
- Flight Data Monitoring / Flight Operations Quality Assurance reports;
- Continuing Analysis and Surveillance reports;
- Cost estimates or bids;
- Invoices for work performed;
- Insurance claim forms.

The Incident Report

In IR Data Entry, all screens display a “Report” icon in the upper right/hand screen area. Clicking on this icon produces an “Incident Report”, which presents the information specific to the Risk Management Record (RMR) being viewed in a printable format.

An Incident Report may be viewed at any time, regardless of whether all data entry fields have been completed or not. When you click on the REPORT icon, IR creates the report based on the current RMR number being displayed in the *Incident Reporter Data Entry* screen. So, if the report you want to print covers Record 6 of 38 and you’re on Record 3 of 38, then you’ll need to jump to Record 6 of 38 first, before clicking on the REPORT icon.

You can be on any tab in the *Incident Reporter Data Entry* screen to print that record’s report. Shown below is page 1 of an Incident Report for sample record RMR000003.



Report Number: **RMR000003**

INCIDENT REPORT

EVENT

Type: Ground Incident
Reported By: Phil Brooks
Reporting Source: Shift Supervisor
Acknowledgement Sent to Originator: Nov-05-2007
Investigator(s): Steve Wang, Wendy Carlos

Date of Occurrence: Nov-01-2007
Station: GEG
Date Record Opened: Nov-05-2007

EQUIPMENT INVOLVED

Tail Number — Equipment Type — Manufacturer — Model # — Serial # — ATA Code

N908FX — Aircraft — ATR — 42 — 023 — N/A
N51001 — Aircraft — Cessna — C-208 — 23740961 — N/A

EVENT SUMMARY

A strong wind gust broke Cessna 208 (N51001) free from its tie-downs and pushed it across the ramp and into our ATR42 (N908FX), resulting in damage to both aircraft.

DESCRIPTION OF EVENT AND HAZARDS

Approx. 20:15 (local time) Thursday night, a strong wind gust broke free one of our C-208s (N020RS) from its tie-down; the plane rolled across the ramp and into N908FX, causing substantial damage to its LH nacelle and to the wing of our Cessna. Phil Brooks went outside to discover fuel leaking from the L/H wing of the Cessna.

IMMEDIATE ACTIONS TAKEN

Phil contacted the GEG airport Fire Dept. to contain the fuel spill.
The swingshift maint. crew moved and tied down the Cessna.
All other small aircraft tie-downs on the ramp were inspected and secured.

IS FURTHER ACTION REQUIRED TO MITIGATE RISK? Yes

ROOT CAUSE(S)

New Lineman did not receive adequate training.
Some of our pilots did not recognize acceptable tie-down materials.
Discovered nylon rope in Stores; replacement hemp tie-down rope not available in Stores.

RISK STATEMENT(S)

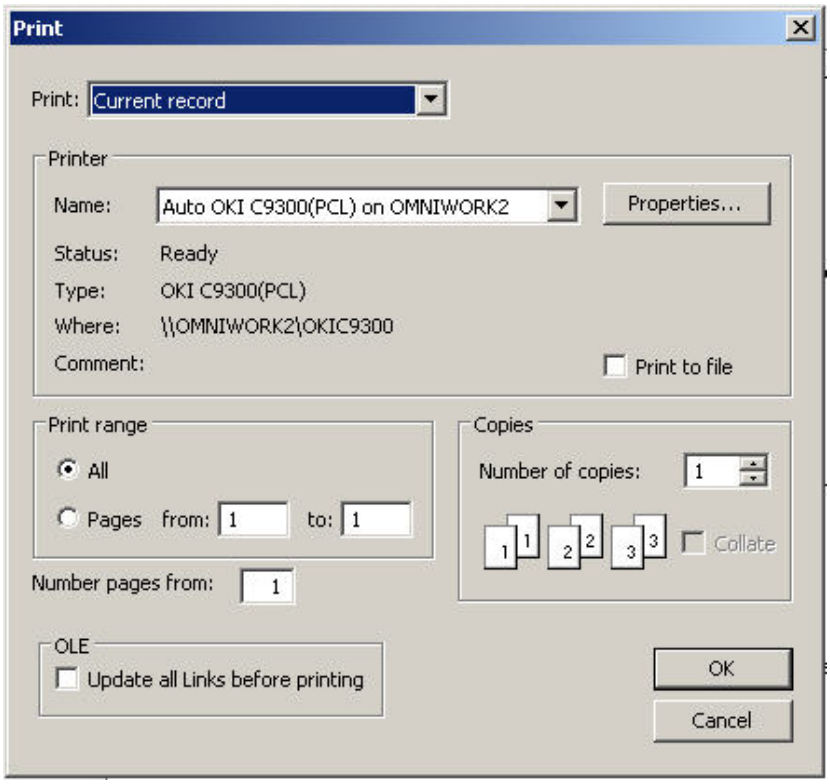
Printed: Jan-11-2008 RMR000003 Page 1 of 3

Viewing or Printing an Incident Report

Go to (or Find) the RMR number you want, and then click the REPORT icon in the upper right-hand corner of your screen. Page 1 of the Incident Report will display in the IR program. To view the next page, use ^↓ (Ctrl + Down Arrow). To view the previous page, use ^↑ (Ctrl + Up Arrow). You may also navigate through a report's pages using the Status Area's slider and page tools.

To print an Incident Report, click on the REPORT icon to display the report's print view. Click *File* from the top menu and *Print* from the drop-down menu.

Any photos displayed on the *Photos Tab* of the RMR being printed will be included with the printed report (regardless of whether they were embedded in the RMR or saved as file references).



Saving an Incident Report in Electronic Format

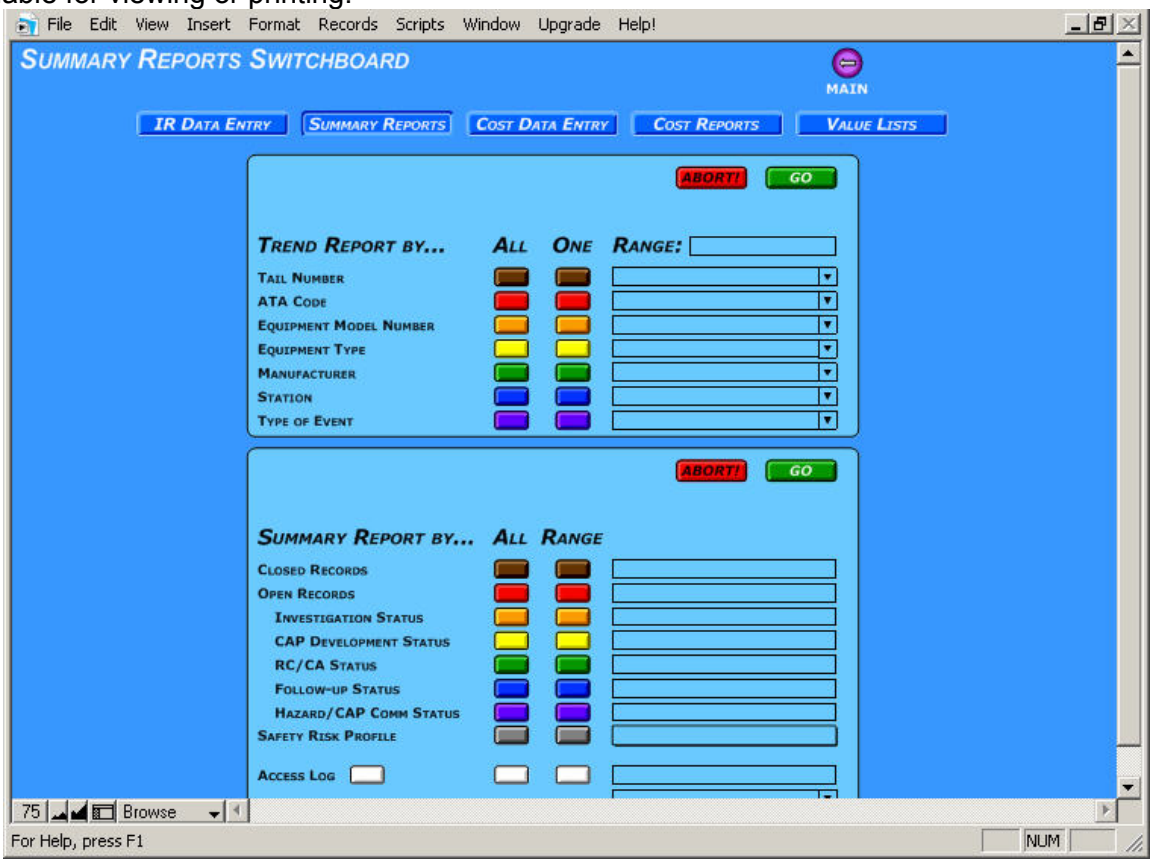
"Saving" an Incident Report in .pdf format allows you to email the report (as a .pdf attachment) or permits viewing of the report by people who do not have access to the IR program. To save the report as a .pdf you'll need a *.pdf printer driver*. Follow the instructions above to bring up the *Print* window and select your .pdf printer driver. If you do not have a .pdf printer driver you can buy one for $9.95 from www.pdf995.com.)

Note:
When you're finished viewing or printing the report, click on "continue" in the status area, or press the Enter key to return to the Incident Tab of the IR Data Entry screen.

THIS PAGE INTENTIONALLY LEFT BLANK

6. The Summary Reports Switchboard

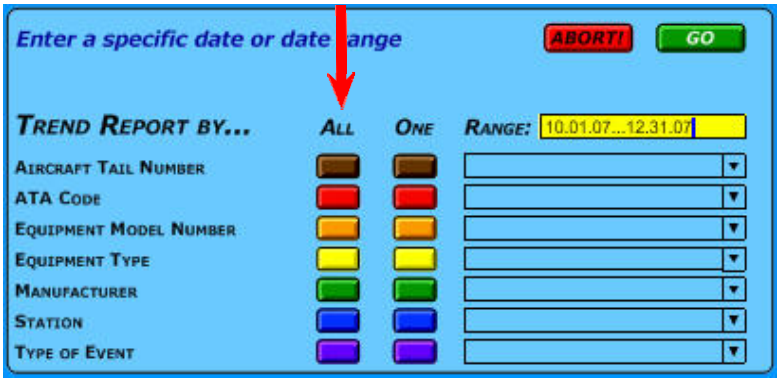
After you've entered a few Risk Management Records you may want to see summaries of their data or look for trends that may be occurring with aircraft, equipment, stations, types of events, manufacturers, ATA codes or vendors, etc. Click on the blue *Summary Reports* navigation button to take you to the *Summary Reports Switchboard,* where both *Trend Reports* and *Summary Reports* are available for viewing or printing.



Selecting a report is easy: just click on the button to the right of the report you want. Each report has a "tooltip" associated with the report name that tells users the paper size and orientation for printing.

Trend Reports

Trend Reports (All)

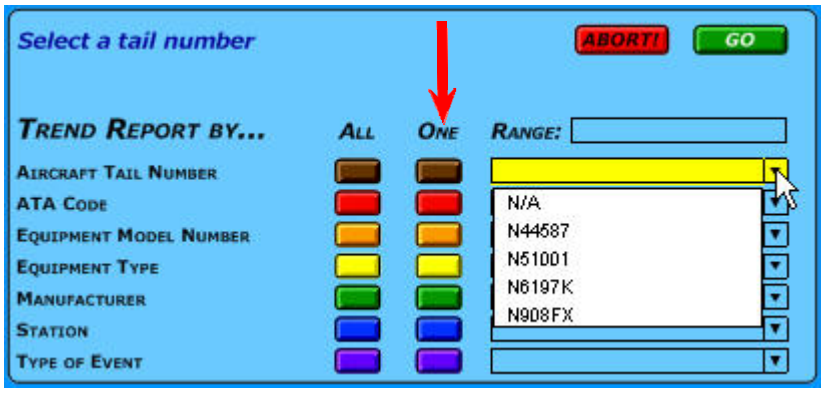


Trend Reports may be run for any of the categories displayed. For All *Aircraft Tail Numbers*, clicking on the command button in the *All column* prompts the user to enter a date range. Entering the year "2007" will produce a Trend Report for all tail numbers that have been entered into the database, for all occurrences in 2007. Click on GO or press ENTER to view the Trend Report.

Trend Report results are sorted by category, then date of occurrence, then RMR number. The numbers in parenthesis next to each tail number tell you how many RMRs are associated with that tail number. Print the report, save as a .pdf file or click on *Continue* in the left/hand Status Area to return to the Summary Reports Switchboard. When printing, remember to select the appropriate paper size and orientation as indicated by the report title's tooltip.

Trend Reports (One)

To run a Trend Report for a specific aircraft tail number, click on the *One* command button next to Aircraft Tail Number, and the user will be prompted to enter a specific tail number from the drop-down list. Select the desired tail number and then enter a date or date range as shown in the previous example.

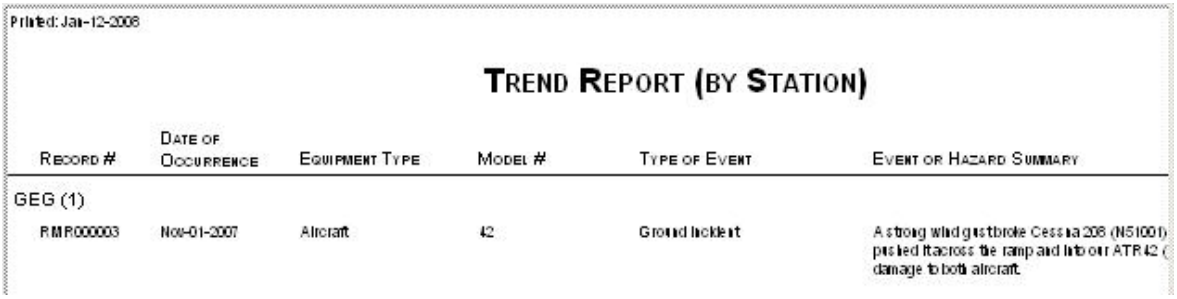


Use the ABORT command if you accidentally select the wrong category, button or date range.

NOTE:
The drop-down list will NOT present all of the tail numbers that have been entered into Value Lists. The list only presents tail numbers that have been entered into the IR database in association with an incident or other event.

To run a Trend Report by station for the same time period, select *ALL stations*, enter the date range when prompted, and a report is produced for all stations involved in an incident or other event within the specified time period.

Select the *ONE button* on the station row, enter a date range, specific date or year (such as 2007), and then select the desired station from the drop-down menu (GEG). From our sample records, the trend report shows one event that occurred in 2007 at our specified station.



Printed: Jan-12-2008

TREND REPORT (BY STATION)

RECORD #	DATE OF OCCURRENCE	EQUIPMENT TYPE	MODEL #	TYPE OF EVENT	EVENT OR HAZARD SUMMARY
GEG (1)					
RMR000003	Nov-01-2007	Aircraft	42	Ground Incident	A strong wind gust broke Cessna 208 (N51001) pushed it across the ramp and into our ATR42 (damage to both aircraft.

Trend reports are powerful tools for discovering latent systemic or organizational deficiencies, and for identifying the root causes of those deficiencies.

Summary Reports

Summary Reports provide essential management tools with which administrators and users can view, print or forward reports of all open or closed records within a user-defined date range. Selecting a summary report of all *closed records* helps management with SMS process measurement. Selecting all *open records* produces a listing of records for which action is required. Summary Reports are similar to Trend Reports except that they are sorted first by RMR number and then date of occurrence.

Within *Open Records*, users can see the status of various task categories. These categories include:

- Investigation status
- CAP Development status
- Status of individual risk controls and corrective actions (RC/CAs)
- Status of follow-up audits
- Hazard / CAP communications status

Open Records Report (ALL)

Shows all RMRs that have not been closed; these records may have one or more RC/CAs, Follow-up Audits or Hazard / CAP communications that have not been completed.

Open Records Report (RANGE)

Shows all open RMRs within a user-specified date range.

Closed Records Report (ALL)

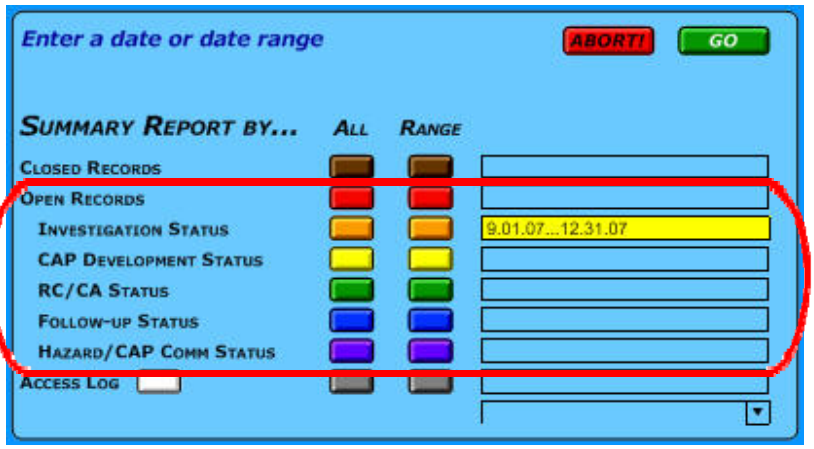
Shows all RMRs that have been closed.

Closed Records Report (RANGE)

Shows all closed RMRs within a user-specified date-range.

Other Reports within Open Records

The following Summary Reports are all subsets of *Open Records*. These reports show the status (completed or not yet completed) of various risk management processes within ALL open records, or within open records in a user-specified date RANGE. Using these reports, managers can see the status of all investigations, all RC/CAs, all follow-up audits, etc., either in all open records or in open records within a date range.



Investigation Status Report

Shows the status of all investigations (investigation due date, completion status and date completed), either within ALL open records, or within a user-specified date RANGE.

CAP Status Report

Shows the status of all Corrective Action Plans (CAPs), including CAP development due date, completion status and date completed), either within ALL open records, or within a user-specified date RANGE.

RC/CA Status Report

Shows the status of implementation of all individual Risk Controls and Corrective Actions (RC/CAs), either within ALL open records, or within a user-specified date RANGE.

Follow-up Status Report

Shows the status of all follow-up audits for individual RC/CAs, either within ALL open records, or within a user-specified date RANGE.

Hazard CAP/Comm. Status Report

Shows the status of all Hazard/CAP Communications, either within ALL open records, or within a user-specified date RANGE.

Safety-Risk Profile

This report shows the listing of Safety-Risk Profile Elements and each element's associated risk controls and/or corrective actions.

Access Log

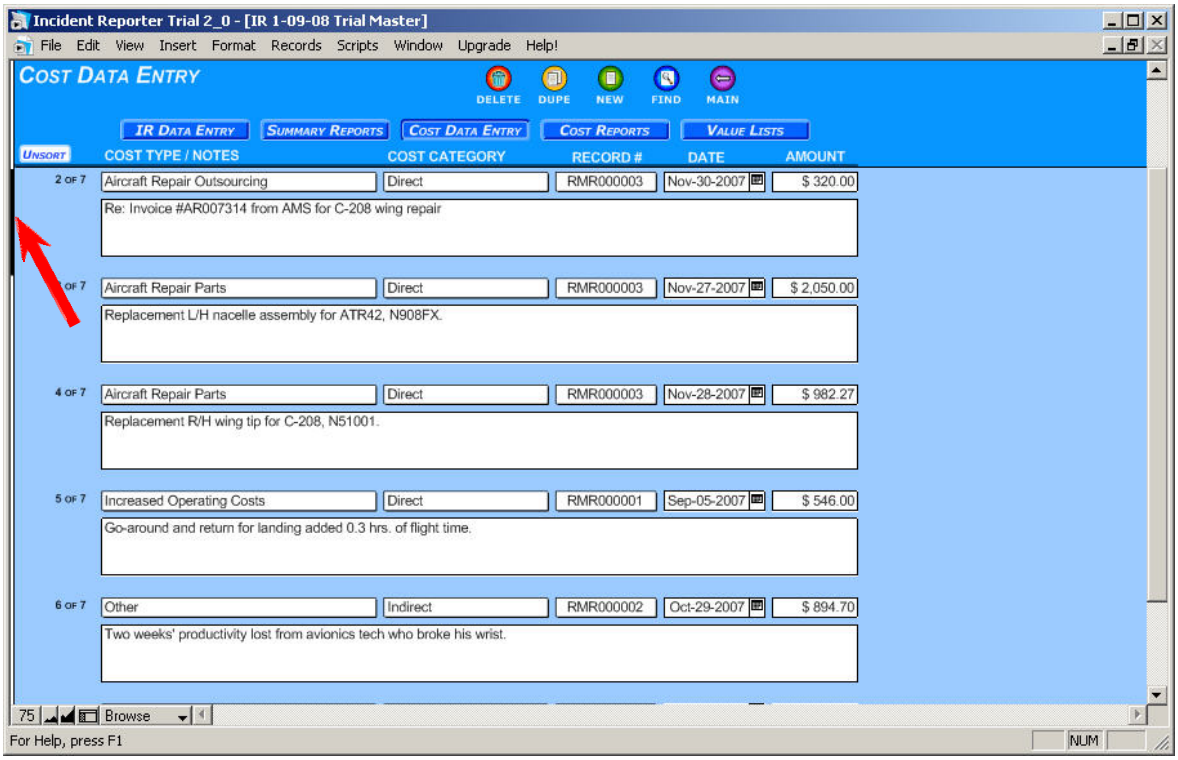
This report will create a list of users who have logged into IR and show when they logged in and logged out, within a user-specified date RANGE. The white Access Log button enables purging of Access Log records.

Note:
Only persons with Administrator privileges can edit or delete any usage entries.

7. Cost Reports

It's important to know how much an incident costs in terms of downtime, replacement parts, personnel, etc. By tracking those costs—and in turn generating a report—you can show your managers and/or employees the true costs of an incident, and help motivate them to avoid similar occurrences.

To get to the Cost Data Entry screen, click on its blue navigation button near the top of the screen.



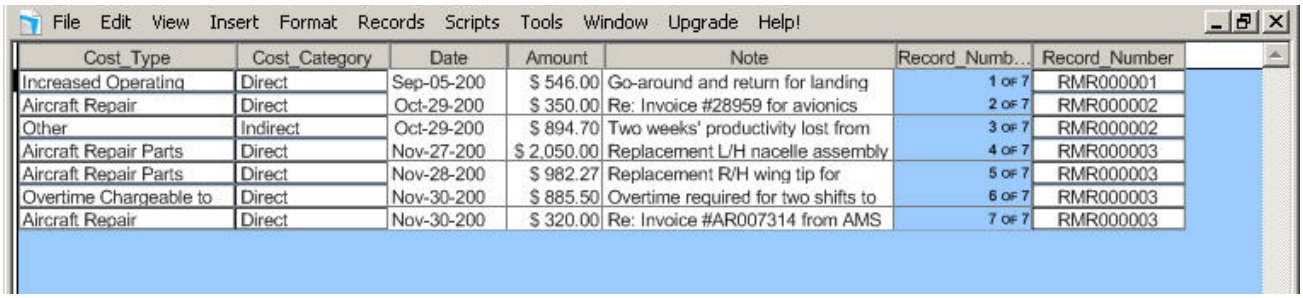
To create a new cost data entry record, click on the green NEW button at the top of the screen. Here, a "record" consists of one row of data as defined by the record pointer on the left-hand side of the screen. When working with this screen:

- Be mindful of where the record pointer (the black vertical bar on the left of the screen) is so when you either DUPE (duplicate) or DEL (delete) a record, that's the one you really want to work with.
- Clicking on the header of each column will sort that column's entries in alphabetical order. As an option, you can "unsort" them by clicking on the Unsort button.

After you enter a few records you may want to view them in a different format—that's where going to the View menu at the top of the screen comes in handy. In that menu, you can select either View as Form, View as List, or View as Table.

- *View as Form* lets you look at one record per screen.
- *View as List* lets you look at more than one record per screen.
- *View as Table* changes the screen altogether so it resembles a spreadsheet. You can resize a column's width by clicking on the short, vertical line separating each column header and dragging it horizontally to a new width. As with the View as Form and View as List, you can click on the column's header to sort the contents beneath it. However, there's no Unsort button accessible in this screen, so if you want to unsort your sort, press □^S (Shift+Ctrl+S).

View as Table is shown here for sample records in the Cost Data Entry screen.

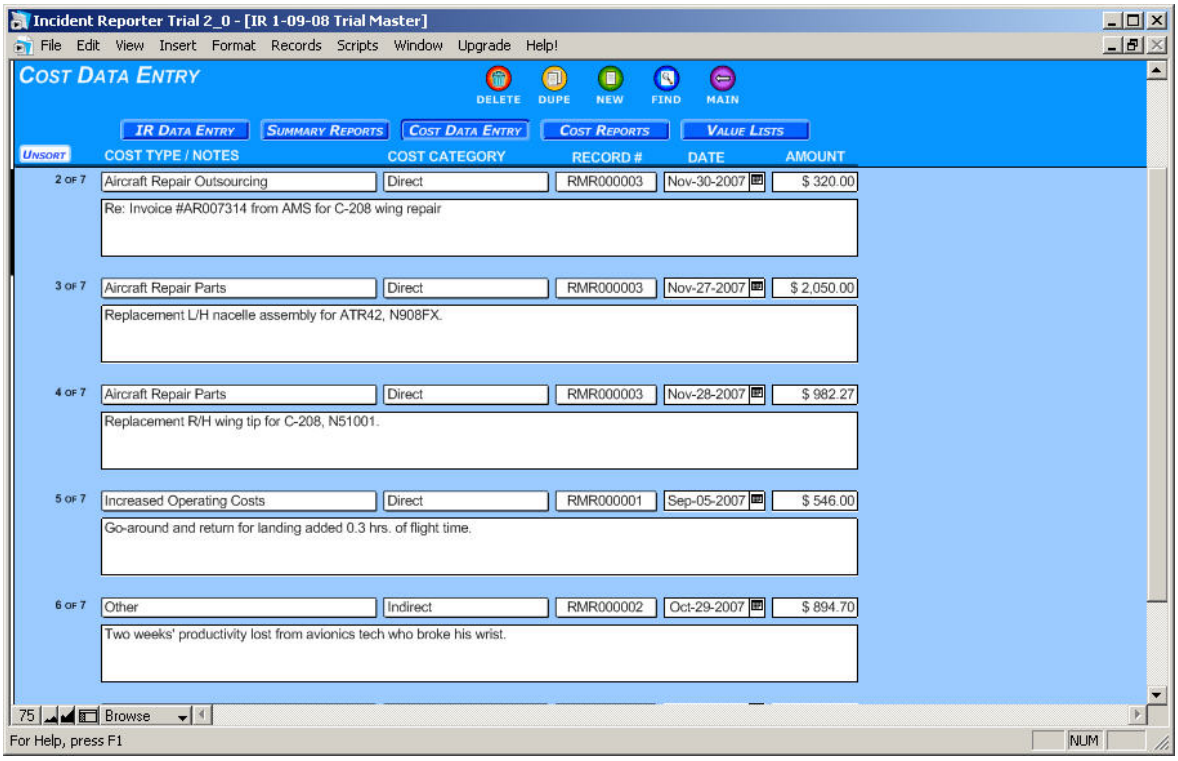


Cost_Type	Cost_Category	Date	Amount	Note	Record_Numb...	Record_Number
Increased Operating	Direct	Sep-05-200	$ 546.00	Go-around and return for landing	1 OF 7	RMR000001
Aircraft Repair	Direct	Oct-29-200	$ 350.00	Re: Invoice #28959 for avionics	2 OF 7	RMR000002
Other	Indirect	Oct-29-200	$ 894.70	Two weeks' productivity lost from	3 OF 7	RMR000002
Aircraft Repair Parts	Direct	Nov-27-200	$ 2,050.00	Replacement L/H nacelle assembly	4 OF 7	RMR000003
Aircraft Repair Parts	Direct	Nov-28-200	$ 982.27	Replacement R/H wing tip for	5 OF 7	RMR000003
Overtime Chargeable to	Direct	Nov-30-200	$ 885.50	Overtime required for two shifts to	6 OF 7	RMR000003
Aircraft Repair	Direct	Nov-30-200	$ 320.00	Re: Invoice #AR007314 from AMS	7 OF 7	RMR000003

Note:
Remember: the thick, black, vertical bar to the left of the Cost Type field is the current record indicator—it's the record Incident Reporter is focused on.

Entering/Creating a Cost Record

To create a new cost record, click on the NEW button at the top of the screen and fill in the fields.

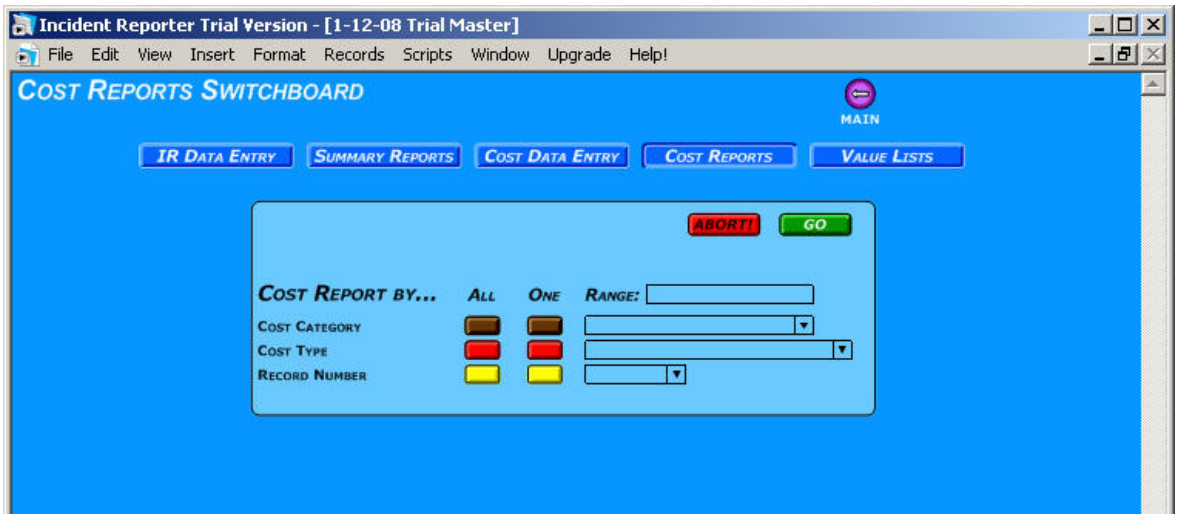


- ***Cost Type*** allows you choose from a wide selection of cost types.
- ***Record #:*** Enter the associated Risk Management Record (RMR) number.
- ***Date:*** Enter the invoice date, date paid or date the cost was incurred.
- ***Amount:*** Self-explanatory.
- ***Notes:*** Narrative regarding the cost or expense and reasons incurred.

Note:
Practice entering cost data and creating new records before reviewing the Cost Reports screen; practice entries may be deleted by any person with Administrator privileges.

The Costs Reports Screen

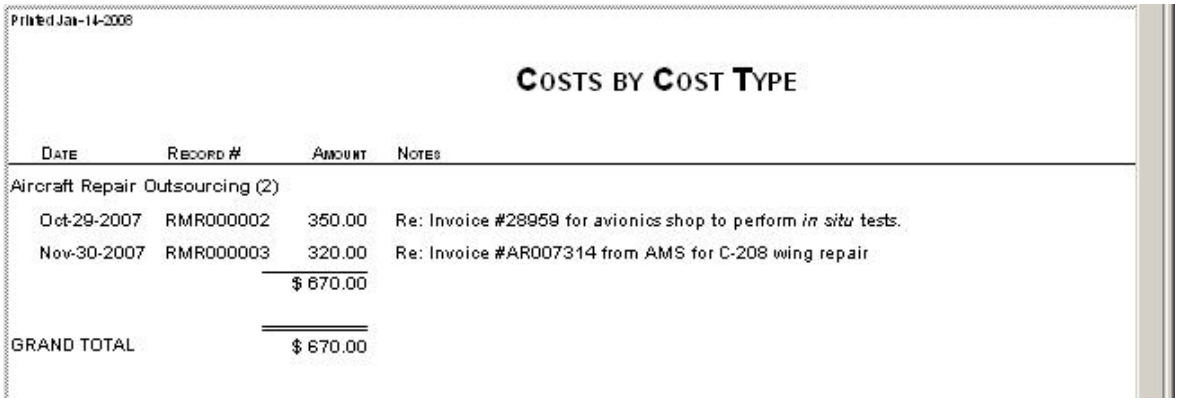
After entering some sample or practice cost records in the *Cost Data Entry* screen, click on the blue navigation button to go to the *Costs Reports Switchboard.*



Here, Cost Reports may be sorted by *Cost Category, Cost Type* or *Record Number*, all within a user-specified date-range. *Tooltips* tell users which reports use letter or legal size paper and specify paper orientation – be sure to check this and set up your print options before printing a report.

When Searching for costs of all types, click on the button in the ALL column. For one specific cost type, click on the "ONE" button, specify a date range, and then select the cost type you're looking for from the drop-down menu. Then enter a date, year or date-range. Click GO between operations, or use the ENTER key on your keyboard (not the Return key).

Shown here are two sample records from 2007 which have *Aircraft Repair Outsourcing* costs associated with the event.



Printed Jan-14-2008

COSTS BY COST TYPE

DATE	RECORD #	AMOUNT	NOTES
Aircraft Repair Outsourcing (2)			
Oct-29-2007	RMR000002	350.00	Re: Invoice #28959 for avionics shop to perform *in situ* tests.
Nov-30-2007	RMR000003	320.00	Re: Invoice #AR007314 from AMS for C-208 wing repair
		$ 670.00	
GRAND TOTAL		$ 670.00	

Searching for costs by *record number* within a specified date range is also possible. By clicking on the ONE button next to record number, and then selecting the desired RMR number from the drop-down menu a report is produced for all costs associated with an individual Risk Management Record.

THIS PAGE INTENTIONALLY LEFT BLANK

8.Finding Records

Incident Reporter's *Find mode* can be entered in any of these ways:

- Click on the blue Find button at the top, right-hand corner of the screen;
- Use the keyboard command, ^F;
- Go to the View menu, then slide down and click on Find mode, or;
- Use the mode buttons on the bottom, left-hand corner of your screen:

Click on *Browse* to bring up the mode menu, then click on *Find.*

To leave Find (mode) and return back to Browse:

- Use the keyboard command, ^B;
- Go to the View menu, then slide down and click on Browse mode, or
- Use the mode buttons on the bottom, left-hand corner of your screen. Click on *Find* to bring up the mode menu, then click on *Browse.*

You can "Find" nearly anything in Incident Reporter—every field is available for finding text, dates, numbers, etc.—you just have to phrase your query correctly to get the results you want.

IMPORTANT

When you perform a Find (request) and Incident Reporter finds the records you're looking for, flipping through the "found" records you won't see any "unfound" records, i.e., the records that weren't included in your Find. YOU DIDN'T DELETE THEM; THEY STILL RESIDE IN THE DATABASE. It's like taking some folders out of a filing cabinet and taking them back to your desk: you're looking at the ones you want but the rest of the files you weren't interested in are still in the filing cabinet.

Note:
To "bring back", or show, all the records in a file you'll need to use the "Show All Records" command which you can perform by either entering ^J, or by going to the Records menu and selecting "Show All Records."

Performing Your First "Find"

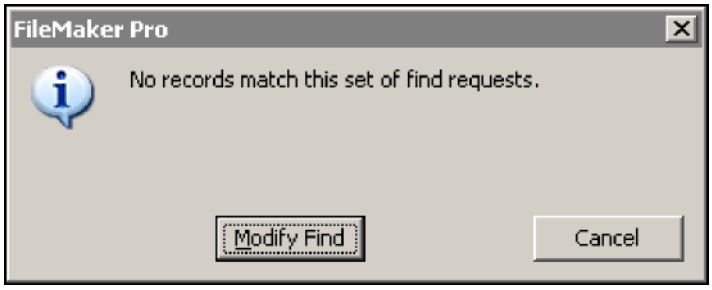
Find works the same way for each different field type available in Incident Reporter: pop-up menus, text fields, and radio buttons. For example, go to the Incident or event data entry screen. For pop-up menus, such as the *Type of Event* field:

- Enter Find mode by any of the three methods mentioned above.
- Click on the Type of Event field to select what you're looking for, e.g., "Injury."
- Press the Enter key.

Two things will happen: if you have one or more records with "Injury" in the Type of Event field then they'll be "found." If you look at the record counter on the right-hand side of your screen (just below the last report number), it will tell you that you're on Record 1 of X, "X" being the number of records found. So, say you have a total of 50 records but only 13 of them have "Injury" in the *Type of Event* field—you'll see "Record 1 of 13."

Remember:
The other 37 records are still there, it's just that you can't see them again until you enter ^J.

If no records exist that match your Find request—this is the message you'll get:



In this case, you can either modify your Find (request) by entering a different spelling or phrase, or cancel your Find altogether by clicking on the Cancel button.

Click on the *Modify Find* button— you're still in Find mode but back at the pop-up menu; IR is giving you another shot at finding what you're looking for.. .and it'll keep giving you this opportunity (while in Find mode) until you either select an entry that can be found, or until you give up and click on the Cancel button.

Incident Reporter also offers several other ways for you to perform a Find:

Omit Function

When making a Find request, enabling Omit will "invert" your search. Say you want to find all the Stations in your records except LAX.

- Enter Find mode.
- Select LAX in the Station field.
- Press Alt+O (that's the letter "O", not zero).
- Press the Enter key.

All the records that **do not include** LAX as the station will appear.

One last note about performing a Find request: you don't have to enter a ^J (show all records) between Finds. So, say you performed a Find to find all the LAX stations, then you want to perform a different Find for a particular record number—you don't need to enter a ^J to show all records before performing the new Find; Incident Reporter is smart enough to know that so it'll make available all of your records automatically.

Find Criteria

The following tables will show you different ways of phrasing a Find. After you've created several records, practice finding data using different search criteria. Once you get the knack of it, you'll see that hunting for that one elusive record will be a breeze.

To find…	Type into the field	Examples (Enter `this` to get *that*)
Text or numbers that start with specific characters	The text and/or numbers you're looking for, separated by a space.	`Richard Stuart` finds: *Richard Stuart* *Stuart* *Richard* *Richard* *Stuart* `.50` finds: *.50, 5.50*
Text with accented characters	Text or numbers – including punctuation and spaces – set between quotation marks: "xxx", "xxx,xxx", etc.	"`Résumé`" will find *Résumé,* but not resume. `Resume` (without quotes) will find *Resume* and *Résumé*
Partial phrases (in a sequence of words)	Use the double quotation mark method above and an asterisk (the wildcard) to find text in a string.	`"Moe, Larry, *"` finds Moe, Larry, Curly; Moe Larry, Shemp; Moe, Larry, Joe, etc.

Advanced Find'ing

Sometimes, you need more Find'ing power than just "look up or exclude this exact phrase." Here's where symbols come in handy:

<	less than
≤	less than or equal to
>	greater than
≥	greater than or equal to
=	exact match
...	range
!	duplicates
//	today's date
?	invalid date or time
@	one character
#	one digit
*	zero or more characters
""	literal text
==	field content match

Note:
You can use these symbols only when performing a Find in Date and Text fields only. By inserting a symbol in your Find, you can call up precisely what you're looking for.

To Find…	Type into the field	Examples (Enter `this` to get *that*)
Less than a specified value	<	`<40` finds numbers *less than 40* (including decimal'd values) `<05.19.04` *finds dates before May 19, 2004* (assuming you're in a date field) `<M` finds text *before the letter M* (in the beginning of a text field)
Less than (or equal to) a specified value	<=	`<=40` *finds numbers 40 or less* (including decimal'd values) `<=05.19.04` *finds dates on or before May 19, 2004* (assuming you're in a date field) `<=M` *finds text beginning with, or before, the letter M* (in the beginning of a text field)
Greater than a specified value	>	`>40` finds *numbers greater than 40* (including decimal'd values) `>05.19.04` finds *dates after May 19, 2004* (assuming you're in a date field) `>M` finds *text after the letter M* (in the beginning of a text field)
Greater than or equal to a specified value	>=	`>=40` finds *numbers 40 or greater* (including decimal'd values) `>=05.19.04` finds *dates on or after May 19, 2004* (assuming you're in a date field) `> =M` finds *text beginning with, or after, the letter M* (in the beginning of a text field)
An empty field	=	That's it—just an equal sign. Just enter that into a field by itself and you'll find all the records with no data or characters in that field.
Exact match of whole words	=	Unlike its use above, if you put an = and alphanumeric text after it, you'll find all the instances of that word. `= Fred` finds *Fred,* but not Freddy or Fredrick `=Fred =Flint` finds *Fred Flint* or *Flint Fred* but not Fred or Frederick Flintstone
Within a specified range, *i.e.,* earliest date to latest date, smallest to largest, or first word to last word	...	`1. . . 50` finds *all the numbers between 1 and 50* `01.01.05. . .12.31.06` (or `1/1/05. . . 12/31/06`) finds *all the dates between January 1, 2005 and December 31, 2006* (assuming it's a date field) `A. . M` finds *all the text (in the beginning of a field) with the letters A through M*

To Find…	Type into the field	Examples (Enter `this` to get *that*)
Fields with anything entered	*	Just an asterisk. Any/all records that have anything entered in a field—even just spaces—will be found. (It's opposite of using the = sign above.)
Duplicate records	!	Will find records with identical data entered within the specified field.
Today's Date	//	Will find *fields with today's date entered in them* (as long as it's a Date field).
Invalid Date or Time	?	Finds an *invalid date or time*, but you shouldn't experience either since Incident Reporter won't let you enter an invalid date like 2.31.2007.
Text or numbers with one or more variable or unknown	Use the wildcard character (@) for each unknown character you want to find.	Jo@n finds: *John, Joan* @on finds: *Ron and Don*, but not Tron @ @ on finds: Tron, neon, boon, etc.
Digits in a text field	Use # for each digit place you want to find. (If you're looking for a specific digit, use quotation marks below)	# will find a *single digit* (e.g., 7 but not 70.) ## will find *two digits* (e.g., 70, but not 7 or 700.)
Any characters in a field or finding characters within a number or text string	Use an asterisk (the "star" character, *) for all unknown characters.	* by itself finds fields with anything in them; empty fields won't be found. Jo* n finds: *John, Joan* J* n finds: *Jean, Jon, John, John athan, join*, etc.
An exact sequence of characters (letters, numbers, or both) or a phrase	Text or numbers—including punctuation and spaces—set between quotation marks: "xxx", "xxx, xxx",	"His Royal Majesty" finds *His Royal Majesty* "$19. 99, plus s/h" finds *$19.99, plus s/h*
Non-alphanumeric characters or symbols, such as spaces or punctuation	Text or numbers—including punctuation and spaces—set between a set of quotation marks: "xxx", "xxx, xxx", etc.	" , " will find *(space),(space)* "," will find *commas* " " (space)(space)(space) will find *three spaces in a row*
Exact match	== (That's two equal signs)	==Joan finds *Joan* but not Joan Smith ==Joan Smith finds *Joan Smith* but not Smith, Joan or Joan Smithson
A special character used in FileMaker Pro, i.e., @, *, #, ?, !, =, <, >, "	\ followed by the special character	\ "Blivet\" finds *"Blivet"* sales\@omniairgroup.com finds email address sales@omniairgroup.com. Why would you use \ in a Find request? When you happen to search for characters that also have distinct functions in FileMaker Pro. If you don't use the backslashes (\ ), you'll get all kinds of crazy, unexpected Find results.

Multiple Find Requests: Single Layer

The Find command is a powerful tool, but sometimes one Find isn't enough to home in on what you're looking for. For example, say you want to find all the tail numbers belonging to a particular station. At first blush, you may think that you'd have to perform two separate Finds: one for the tail number then another for the station. If you do it that way, you won't get your answer because IR will consider it as two separate Finds.

Multiple Find requests can be accomplished in two basic ways: multiple field entry for a single-layered Find, or single/multiple fields in a two-or-more layer Find.

First, the single-layered Find:
In our example above, go to the *Incident or Event Data Entry* screen (the first tab, Incident). Enter the Find mode, select a station name and select a tail number in the Tail Number field. Press the Enter key. IR will look for records that have both the same station ID and the same tail number you specified in your search criteria.

Multiple Layer Find Requests

This is slightly different from multiple single-layer finds in that you're searching for two (or more) separate criteria at the same time, *but not combined together.*

Unlike the previous example where both the station and tail number were searched for at the same time, a multiple-layer find will let you search for any records that meet either one of the search criteria; using the example above, the same station *or* the same tail number.

Here's how:

- Enter Find mode.
- Click in the Station field to select a station.
- Press ^N (or go to the Requests menu and select Add New Request).
- Go to the Tail Number field to select a tail number.
- Press the Enter key.

Now, any found records that match **either** the Station **or** the Tail Number you selected will appear.

Constrain Found Set and Extend Found Set

Constrain Found Set allows you to tighten your focus within a found set of records by performing a Find from within a Find. Say you performed a simple Find for all the records belonging to a particular station but now want to Find a specific tail number from that found set. With your found set from the example above:

- Enter ^N to create a new Find request.
- Select the Tail Number you want in the Tail Number field.
- Go up to the Request menu at the top of the screen, draw down and click on Constrain Found Set.

Incident Reporter pulled the tail number records you wanted from the already-found Station set. This command is a real time-saver once you get the hang of it.

Extend Found Set is the opposite of Constrain Found Set: it will broaden your already-found search results if you happened to narrow your search criteria too finely. Back to our aforementioned example: after second thought, you really didn't want to narrow your search down to just the tail number but want to include all records having to do with the defined station. So...

- With your found set on-screen, enter ^N to create a new Find request.
- Select the Station you want, go up to the Request menu at the top of the screen, draw down and click on Extend Found Set.

All the records for both Station and the tail number you're after have been "re-found".

Delete Current Found Records

Delete Current Found Records does exactly that: it deletes **all the records in a found set.** This command is found under *Scripts* in the upper menu, and requires Administrator privileges to use.

WARNING:

Exercise EXTREME CAUTION if you perform a Find for a record and then decide to delete it—if there happens to be more than one record and you use the Delete Current Found Records command, you'll delete ALL of those records and you won't be able to undelete them.

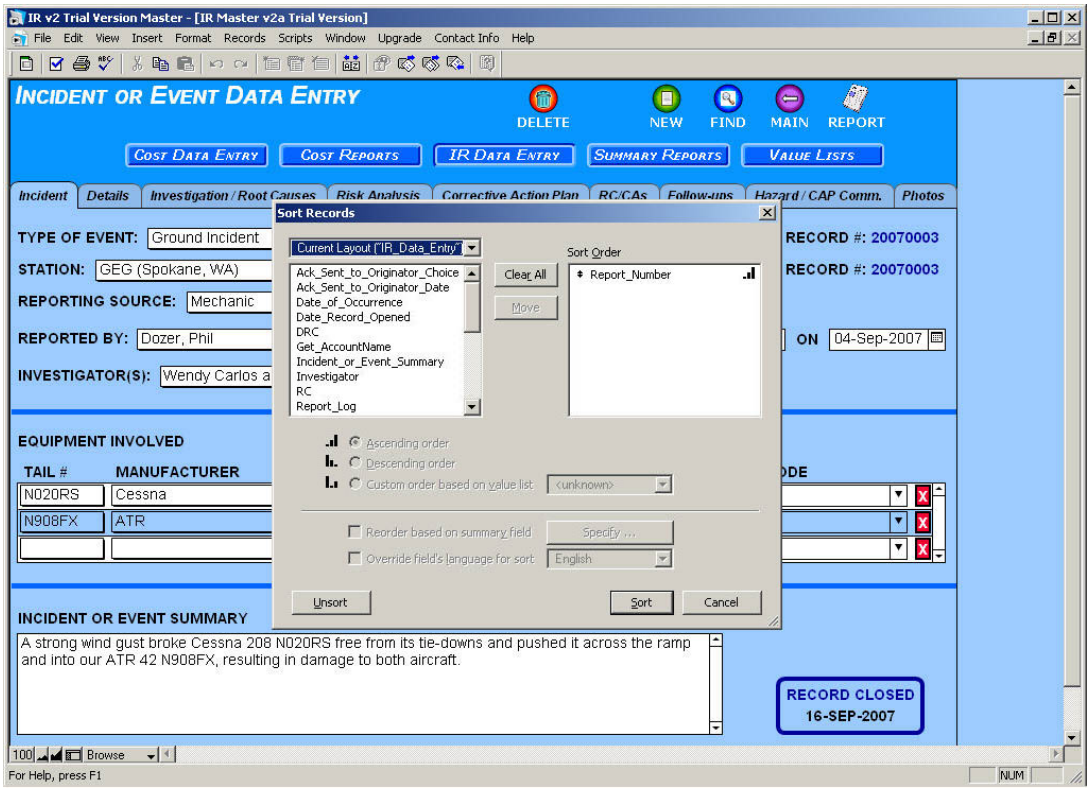
THIS PAGE INTENTIONALLY LEFT BLANK

9. Sorting Records

Incident Reporter stores records in the order they were added to the file, but you can temporarily rearrange them so you can view or print them in the order you'd like. A Sort can be performed anytime—and is especially handy after performing a Find—but you must be in Browse mode, first, use of it.

To sort the contents of a field, either enter the Sort mode by pressing ^S, or go to the Records menu and select (you guessed it) Sort Records.

For an example of how Sort works, say you want to sort your Incident Reports by Investigator. After you've checked that you're in Browse mode, go to the *Incident or Event Data Entry* screen and press ^S. You'll see this windoid pop up:



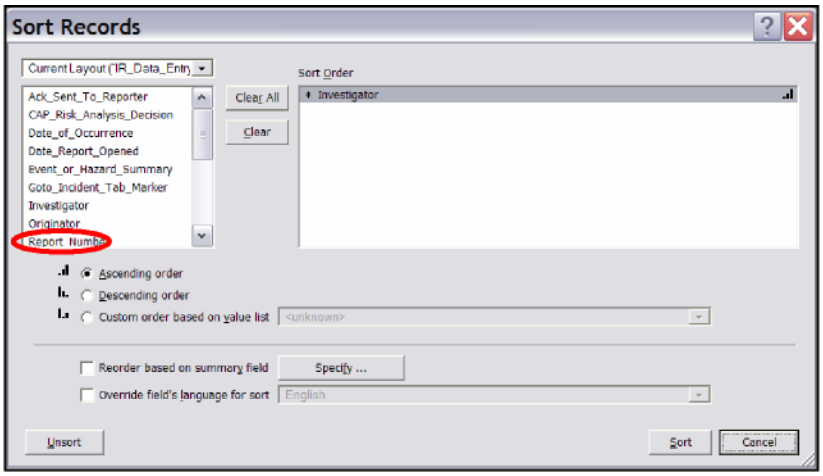
Note:
Depending on whether a previous sort operation was internally performed by Incident Reporter or not, the Sort Order field in the Sort Records windoid may or may not have entries already entered in it.

The two fields shown in the Sort Order field aren't the ones we're interested in at the moment, but I want to make a point, first: Incident Reporter prioritizes Sort requests in the order they're listed in. So, the top field has first priority sort, followed by the one beneath that, and so on; you can insert as many fields as you want to sort by in a Sort operation.

For now, if there are any entries in the Sort Order field you can either remove them either one-at-a-time by clicking on the field name then clicking on the Clear button, or you can just click on the *Clear All* button adjacent to the Sort Order field to remove them all in one shot. Do that now.

- With the Sort Order field cleared, ensure you're in the correct screen ("IR Data Entry") by glancing at the highlighted field in the upper left-hand corner of the Sort Records windoid.

- If you look in the field list on the left-hand side of the windoid you'll see the Investigator field choice about seventh from the top. D-click on it to load it into the Sort Order field. You should see:



- Click on the highlighted Investigator label in the Sort Order field. Surprise! The sort order buttons come alive. You can either sort "forward" (A-Z, 1-9, etc.) in ascending order (stairs going up) or sort in "reverse" (Z-A, 9-1, etc.) in descending order (stairs going down).

- Click the Sort button, and the records are sorted.

Note:
Other Sort options that may be displayed are not applicable in Incident Reporter.

In this example, if you were to flip through your records you'd see that the names in the Investigator field are all now in alphabetical order.

During sorting, if you change your mind about the Sort and want to abort it, just press the Esc (Escape) key on your keyboard. After sorting, if you change your mind and want to return to the original (unsorted) order of the records, either press □^S or if there's an *Unsort* button on-screen—as exist in *Value Lists* and *Cost Data Entry*—you can click on that.

Field Type…	…Sorts in this Order
Text	Numbers sort before letters. Numbers sort by character position. (Example of an ascending sort: 1, 11, 2.) Alphabetically. Non-alphanumeric values before the first word are ignored (unless you change the sort language to Unicode.
Number	Numerically. Non-numeric characters are ignored. Date
Date	Chronologically.

If you open a file, sort its records, then close the file, its new sort order isn't saved.

10. Finding and Replacing Data

Just as you would in a word processing program, you can find and replace data in Incident Reporter, in both *Browse mode* and *Find Mode.* This does not apply to all fields, however.

Find/Replace Windoid

To access the Find/Replace windoid:

- Either ^F, or choose Edit menu > Find/Replace > Find/Replace.
- In the Find What box, type the data you want to search for. In the Replace With box, type the replacement data.
- Set the search options you want to use.

Limitations with Find and Replace:

- You can't Find data in container fields (where the photos go).
- You can't Find data in fields that involve calculations or that you don't have security access to.
- You can't find and replace data in fields that are formatted as pop-up menus, radio buttons, or checkboxes.

Select	To…
Direction	Choose the direction of replacement from the current record you have on-screen: Forward, Backward, or All
Match Case	Search for only those occurrences in which the capitalization matches the data you specified in the Find
Match whole words only	Search for only those occurrences that are whole words or are bounded by spaces and/or punctuation characters. Examples: `good` finds *good* and *good* within *good*-bye. `travel` finds *travel* and *travel* within *travel.com* but `.com` does not find travel.com. `stone house [space]` finds *stone house* in the sentence "The old stone house [space] [space] has a large garden," but does not find stone house in the sentence "The old stone house [space] has a large garden."
An option in Search across	In Browse mode, search across all records in the current screen or just in the current record. In Find mode, search across all Find requests in the current layout or just in the current find request.
An option in Search within	In Browse and Find modes, search within all fields in the current layout or just in the current field.

Click one of the buttons on the right to perform the type of find/replace operation you want.

Select	To…
Find Next	Searches for and selects the next occurrence of the Find What data.
Replace and Find	If there is selected data that matches the Find What data: Replace the Find What data with the Replace With data, search for and select the next occurrence. If there is no selected data that matches the Find What data: Search for and select the first occurrence of the Find
Replace	Replace the selected Find What data with the Replace With
Replace All	Replace all occurrences of the Find What data with the Replace With data. At the end of the Replace All operation, you'll see a summary of the number of occurrences found, replaced, and skipped.

11. Importing and Exporting Data

There may be times when you'll want to import or export data into, or from, Incident Reporter. The process is easy, but it's important that all fields be imported or exported properly and in the correct order.

Exporting Data from Incident Reporter

Exporting Data to an Excel File

Actually, this is an easy operation to do; it's similar to importing data into IR where you're dealing with one table at a time, except that you'll be exporting data, not importing it.

- While in the Incident or event data entry screen, go to the File menu and select, Save/Send Records as Excel.
- In the next window, Save Records as Excel, name the file what you want it to be then set its destination on your hard drive.

Note:
The default filetype, .xls, is automatically appended for you, so don't add ".xls" after the filename you plan to use.

While in this windoid, you have the option of pressing the *Options* button so you can assign a worksheet name and title to the records.

Click on the Save button. The records for this table/screen have been exported to the Excel file.

Note:
As you "Save as..." each table/screen from Incident Reporter, you're creating its own Excel file; you'll have to import all the exported Excel files you're creating into one master file so all the data will be together. However, Excel won't know what to do with it since the calculations for generating much of it reside inside Incident Reporter. These calculations will not transfer.

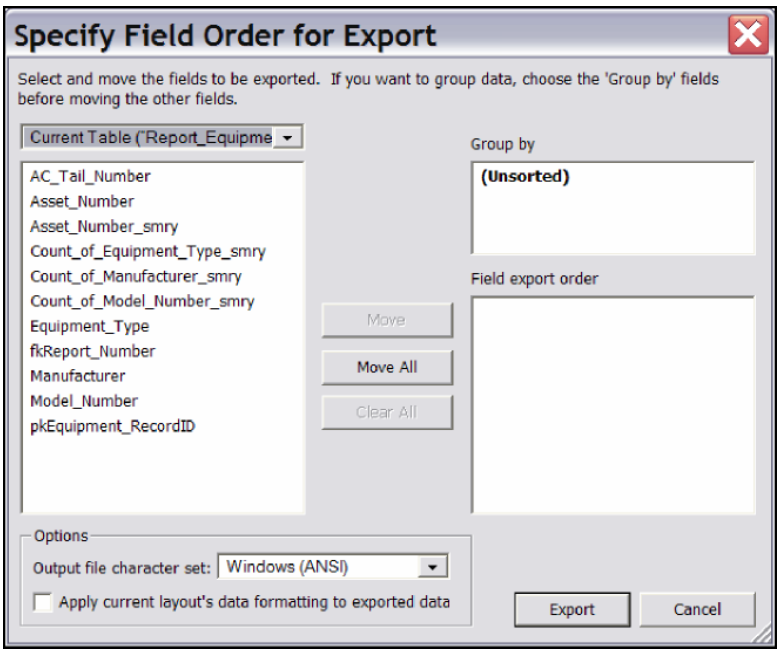
Exporting Data to Different Field Types

When exporting data to non-Excel files the process is similar to the Excel export—where you export data one table/screen at a time—except that you have a little more control over the field order during export. So, say you want to export the data as a tab-separated text file, meaning that the fields' contents are separated by tabs. (This is commonly used for exporting data into a word processing program like MS-Word.)

- Go to the screen of your choice, then mouse up to the File menu and select Export Records.
- In the Export Records to File windoid—in the Save as Type field—choose "Tab-separated Text Files *.tab), then give the file a name and a destination.

Note:
The default file type, .tab, is automatically appended for you so don't add ".tab" after the filename you plan to use.

- Click on the Save button, and the following windoid appears:



The left-hand column has all the fields belonging to the current table/screen (for Report_ Equipment in this case). You now have the option of selecting not only which fields you want to export, but the order in which they are exported. So, say you just want the AC Tail Number, Manufacturer, and Model Number exported but you want them in this order: Manufacturer, Model Number, then AC Tail Number. You can either go to the left-hand window pane and D-click on each one in the order you want—where they'll be popped into the *Field Export Order* field—or you can D-click each one to move it into the *Field Export Order column*, then manually move them into the order you want by clicking and dragging their field name(s) up or down; the sort order is from top to bottom. Click on the Export button and the process is complete.

Use the *Export Records* command to export records into IR's native .USR format by checking the . box titled "Apply current layout's data formatting to exported data". This permits the Administrator to easily import records from outstations whose managers are running their own IR applications, directly to the Administrator, offering centralized summary and trend reports for the entire organization.

Upgrading from an Earlier Version of Incident Reporter

- In the "old" version of the program, go to the Upgrade menu and select, "Go!" Incident Reporter will make available all of its records for uploading then will shut itself down.

- Install the folder containing the new-and-improved version of Incident Reporter in the same directory as the old version's folder is installed in. (So, if you have the older version of the program sitting on the desktop, install the newer version's folder on the desktop as well.)

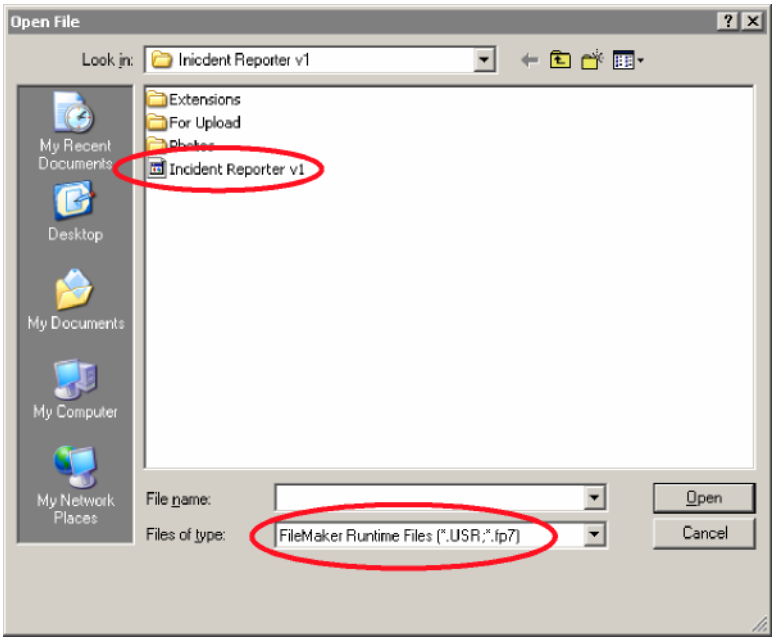
- Copy-and-paste the contents of both the *IR Photos* folder and the *IR Documents* folder from the old version of the program into the *IR Photos* folder and the *IR Documents* folder (respectively) of the newer version of the program.

- Launch the newer version of the program.

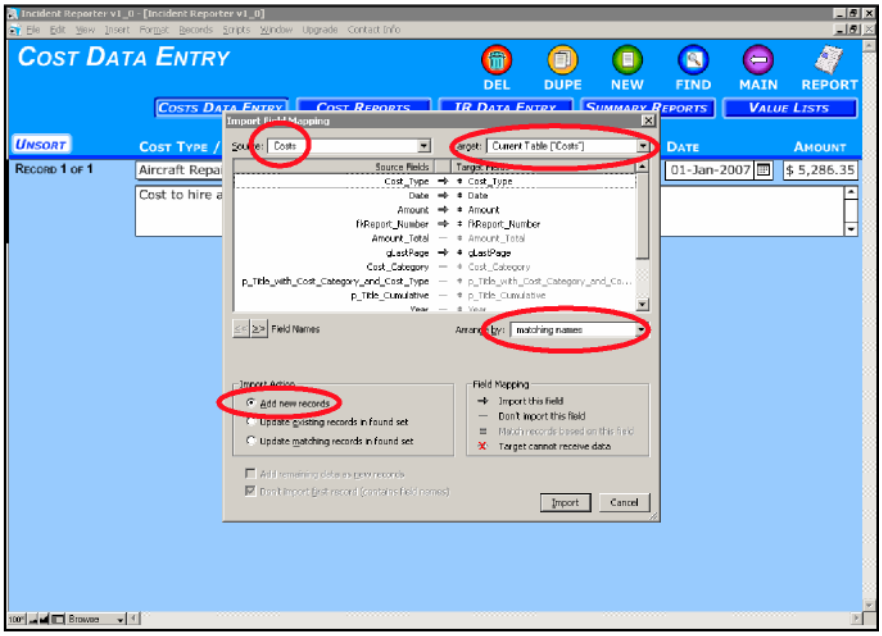
IMPORTANT:

The passwords for each account will be reset to their default values when you use the new version of the program; the default password for each Account Name is the same as the Account Name, e.g., Account Name admin1 will have a default, initial password of admin1.

Bring up the Cost Data Entry screen, then mouse to File menu > Import Records > File. Locate the folder of the previous version of Incident Reporter and its .usr file (See below: notice the Files of Type drop-down menu; select FileMaker Runtime Files). D-click on the circled .usr file; you'll need to enter the correct Account Name and Password to open the old file.

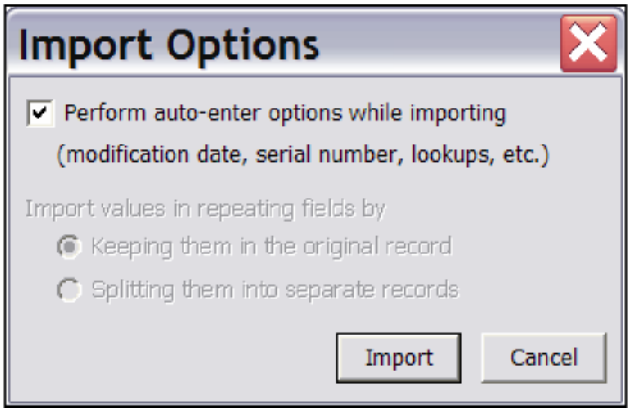


The following screen and windoid should appear:

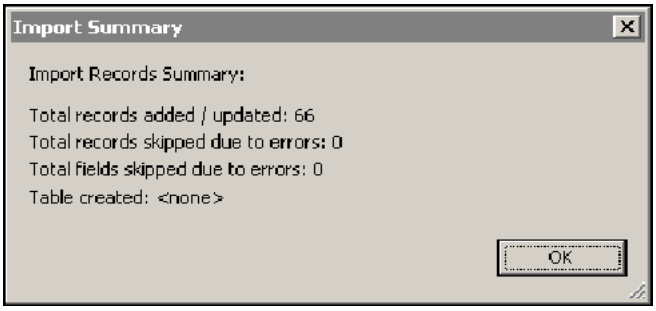


Make sure the four circled fields appear exactly as shown; if not, select the correct Source table. What you're telling the newer version of Incident Reporter is that you want to import records from the earlier version's Costs table to the newer version's Costs table, that the fieldnames in the older version should match the ones in the newer version, and that you're adding new records since the newer version is 'empty' of them. Click on the button, ***Import*** as shown above.

Another windoid will appear. Make absolutely sure the box is checked as shown here, then click on the ***Import*** button.


Import Options
Perform auto-enter options while importing
(modification date, serial number, lookups, etc.)
Import values in repeating fields by
Keeping them in the original record
Splitting them into separate records
Import
Cancel

You'll now see the Import Summary windoid atop the records you've just imported:


Import Summary
Import Records Summary:
Total records added / updated: 66
Total records skipped due to errors: 0
Total fields skipped due to errors: 0
Table created: <none>
OK

The record count may be different, but the important thing to note is that there were no errors observed during the import. Click the OK button.

The process is the same for the remaining three tables (a.k.a. screens) you'll need to import data into. Next table: Equipment Data Entry (in the newer version).

- Press ^3 to bring up its screen.
- Go to the File menu > Import Records > File. Locate folder of the older version of Incident Reporter, then its .usr file; D-click on the .usr file to open it.
- Repeat steps 5 through 8, except that in the Import Field Mapping windoid the Source and Target fields should be for Equipment.
- When you're done importing Equipment's records, go to the Value Lists screen and repeat the process for its records..
- When you're done with Value List's records, go to the Incident Data Entry screen then import its records.
- Finally, if you want to import the User Logs press ^8 to bring up its screen then repeat the import process.
- That's all you need to do—you're done! Review the imported records to ensure that everything's in the right place, including photos. If you have any problems, contact IRsupport@omniairgroup.com for assistance.

12. Troubleshooting

Incident Reporter has been beta tested and refined through practical application by several airlines. To date, bug reports have been exceptionally few. Still, potential problems may occur when using the IR program. Some of these may be related to your operating system, lack of user knowledge about how the program works, or the program itself.

"The software doesn't load or work right."

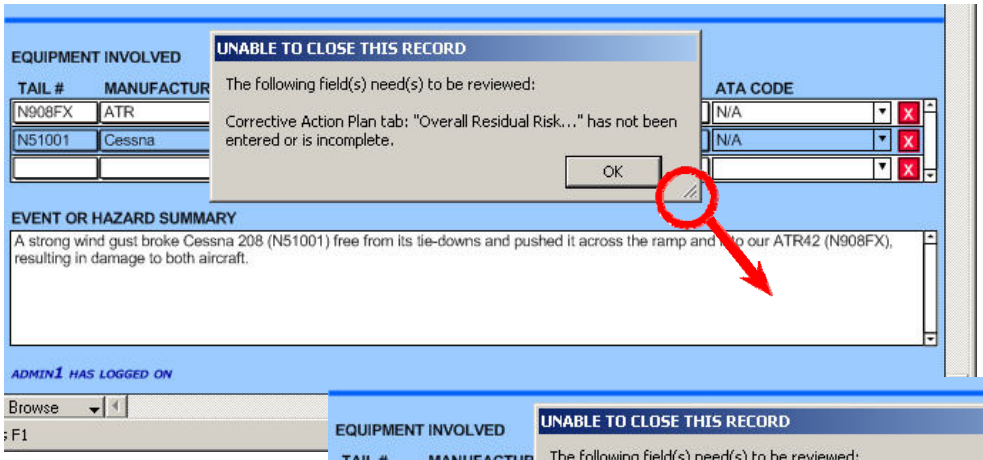
Incident Reporter requires one of the following operating systems: Windows 2000 (Service Pack 4), Windows XP (Service Pack 1 or higher) or Windows Vista. IR will not run properly on Windows 98, Windows ME, and Windows NT.

To minimize problems, ensure you have the latest updates and drivers on your computer, perform regular maintenance of the registry, periodically defragment, and keep your anti-virus software current. Doing all the above will make not just Incident Reporter, but all of the software applications on your machine run better, faster, and more reliably.

"My computer can't see the IR Flash Drive"

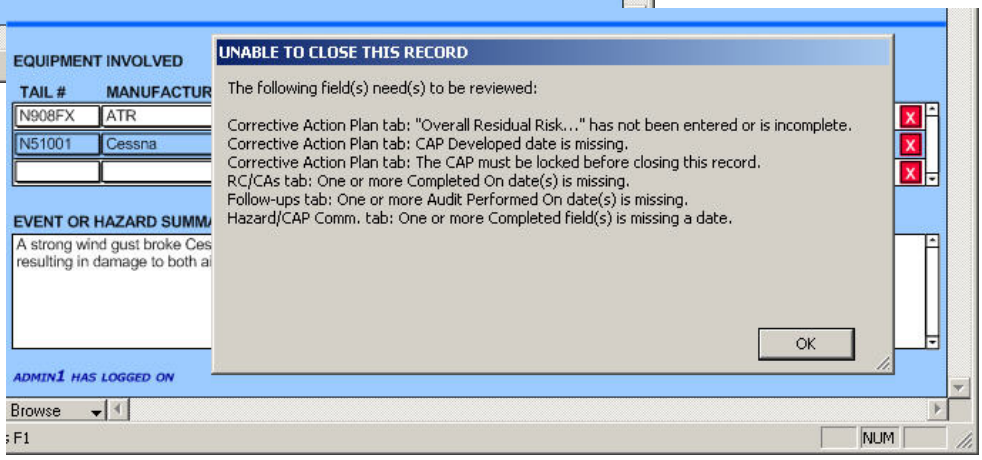
The Sony Micro Vault drive which contains your IR files may be oriented improperly. Remove the Micro Vault, rotate it 180 degrees and reinstall. Installing the Micro Vault incorrectly cannot harm the drive, the data or your computer; your computer simply won't be able to see the drive. When installed correctly, the Sony brand name on the face of the Micro Vault should be on the same side as the round IR Icon on the drive adapter.

"The windoids are too small or appear to be missing text."


EQUIPMENT INVOLVED
TAIL #
MANUFACTUR
ATA CODE
N908FX
ATR
N/A
N51001
Cessna
N/A
UNABLE TO CLOSE THIS RECORD
The following field(s) need(s) to be reviewed:
Corrective Action Plan tab: "Overall Residual Risk..." has not been entered or is incomplete.
OK
EVENT OR HAZARD SUMMARY
A strong wind gust broke Cessna 208 (N51001) free from its tie-downs and pushed it across the ramp and to our ATR42 (N908FX), resulting in damage to both aircraft.
ADMIN1 HAS LOGGED ON
Browse
F1

Always enlarge a windoid which instructs you to perform one or more actions. You may have to "stretch" the windoid to see all of the text present.

Drag the lower right-hand corner of the windoid down and to the right to reveal additional text:


EQUIPMENT INVOLVED
TAIL #
MANUFACTUR
N908FX
ATR
N51001
Cessna
UNABLE TO CLOSE THIS RECORD
The following field(s) need(s) to be reviewed:
Corrective Action Plan tab: "Overall Residual Risk..." has not been entered or is incomplete.
Corrective Action Plan tab: CAP Developed date is missing.
Corrective Action Plan tab: The CAP must be locked before closing this record.
RC/CAs tab: One or more Completed On date(s) is missing.
Follow-ups tab: One or more Audit Performed On date(s) is missing.
Hazard/CAP Comm. tab: One or more Completed field(s) is missing a date.
OK
EVENT OR HAZARD SUMM
A strong wind gust broke Ces
resulting in damage to both a
ADMIN1 HAS LOGGED ON
Browse
F1
NUM

So remember: windoids are both resizable and movable—you can place them pretty much anywhere you want. If an instruction seems incomplete, resize the windoid.

"I keep getting error messages when attempting to enter data."

Persons with User privileges will not be able to perform functions for which Administrator privileges are required. This includes locking or unlocking a CAP, closing a Risk Management Record (RMR), opening an RMR that was previously closed, clearing the contents of a record, or exporting data.

Both administrators and users will be unable to enter data into a record that is closed. If a record's CAP is locked, data entry is permitted ONLY in the *RC/CAs, Follow-ups, Hazard/CAP Comm*. and *Photos Tabs.* Data entry will NOT be permitted in the *Incident, Details, Investigation / Root Causes, Risk Analysis* and *Corrective Action Plan Tabs.*

In these cases, one of the following error messages may appear:

Incident Reporter Trial 2_0
Your access privileges do not allow you to perform this action.
Incident Reporter Trial 2_0
This action cannot be performed because this field is not modifiable.
OK

First verify that the RMR you're working in is not closed. If necessary, open the record, unlock the CAP, or contact an administrator for assistance. Be sure to close the record after you have completed your data entries.

"The people who'll be using the program aren't computer savvy. Do you offer training?"

Omni Air Group offers a variety of SMS and Risk Management Training presentations via OAG's online training portal. A video demonstration of Incident Reporter™ v2.1 is available online. Visit us at www.omniairgroup.com for more information.

"The User Manual sometimes appears to be inconsistent with the IR program."

If you find errors or inconsistencies, please contact us with your suggestions, so we can make improvements. Just as you need feedback from your employees in order to effectively manage risk, we welcome your feedback in order to make Incident Reporter™ the best it can be.

For comments, questions, suggestions or bug reports, please e-mail:

info@omniairgroup.com
or
IRsupport@omniairgroup.com

Thank you for choosing *Incident Reporter™!*